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ABSTRACT

The purpose of this study is to explore the public library program of publicizing and interpreting the professional collections and services available for use by professional staffs of welfare agencies and to relate such programs of interpretation to levels of use by the agencies' staffs. Four libraries in cities of over 300,000 population were included in this study. Family welfare agencies were chosen as being representative of welfare agencies in general, and seven such agencies, located in the same cities as the four libraries, were selected for inclusion. The library data were gathered by 25 personal interviews, and the family welfare agency data were gathered from 398 responses to questionnaires. In addition to the interviews, data were gathered from the libraries by examining book lists, bibliographies, film lists, conference programs and library publications. The hypothesis that there is a correlation between the library's program of interpreting its services and the use of the library by welfare agency personnel is partially supported by the findings of this study. (MF)

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**PUBLIC LIBRARY SERVICES AND THEIR USE**  
**BY PROFESSIONAL STAFFS OF WELFARE AGENCIES**

**Vivian Cazayoux**

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## CHAPTER I

### INTRODUCTION

#### The Problem

Professional staff members of welfare agencies who influence change and guide decisions are in need of a constant flow of material as sources of new ideas and information. The demands of their careers and obsolescence of technical knowledge require that this effort to remain informed be sustained throughout their professional lives. They have need for access to literature not only in their own field but in related areas.

"The library as a community information center sensitive to their needs and skilled in servicing them is of prime importance."<sup>1</sup> The public library can supply the professional worker with books for his private reading and study, assistance in program planning and in-service training, information on the use of films and recordings as well as these materials themselves, booklists, exhibits and related services.<sup>2,3</sup>

There is evidence that professional people do turn to the public library for information when the library exercises the initiative in providing

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<sup>1</sup> McCornick, Peter J. "Identifying the Library's Public and Community," Library as a Community Information Center (Allerton Park Institute Number 4) Champaign: University of Illinois Graduate School of Library Science, 1959, p. 14.

<sup>2</sup> Peterson, Irene H. "The Social Sciences and Business Department, Chicago Public Library." Illinois Libraries, XLI (February, 1959) p. 125-127.

<sup>3</sup> McClarren, R. R. "Libraries Can Assist Community Recreation Planning," Library Occurrent. XXI (March, 1965) p. 211-213.

it. The Library in Charlotte and Mecklenburg County, North Carolina, compiles a monthly checklist of recently published books, pamphlets and articles relating to city and county government and administration entitled Ideas for Government. This list is prepared by a reference assistant and distributed to city and county officials and department heads. Responsible government officials and employees are using this service to benefit the governed.<sup>4</sup>

In recent years, the public library has demonstrated very well its ability to assist in one segment of the welfare field by the services it has rendered to organizations and agencies working with the aging.<sup>5,6,7</sup> Yet Phinney reports: "Some librarians stressed the fact that they provided any services 'when asked,' but appeared unwilling to offer or initiate services."<sup>8</sup>

This failure on the part of the public library to take aggressive

<sup>4</sup>Stewart, Alva W. "Library Aids Local Officials," National Civic Review, L (February, 1961) p. 110-111.

<sup>5</sup>American Library Association. Adult Services Division. Library Service to an Aging Population. Chicago: American Library Association, 1960.

<sup>6</sup>Phinney, Eleanor. "Focussing Library Services on Community Needs," Librarianship and Adult Education: A Symposium, ed. by A. B. Lemke. Syracuse: Syracuse University School of Library Science, 1964. p. 40-55.

<sup>7</sup>Phinney, Eleanor. A Study of Current Practices in Public Library Service to an Aging Population: An Evaluative Report. Champaign: University of Illinois Graduate School of Library Science, Occasional Paper, No. 62, 1961.

<sup>8</sup>Ibid., p. 10.



action in interpreting its services has been pointed out repeatedly through the years.<sup>9,10,11</sup>

The replies to a questionnaire, prepared by Charles Mohrhardt and Herman Henkle and completed by Detroit Public Library patrons over a period of one month, to "secure information relative to the extent, character and effectiveness of the library's reference service" showed that 26.7% were occupational questions, but only 11.1% were asked for personal use. "This area of personal occupational use would seem to present a fertile field for further development by way of specific reading lists and publicity."<sup>12</sup>

This study proposes to explore the public library program of publicizing and interpreting the professional collections and services available for use by professional staffs of welfare agencies, and to relate such programs of interpretation of services to levels of use by the agencies' staffs.

Specifically, this study proposes:

- 1) To study the efforts made by public libraries in selected large

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<sup>9</sup> Leigh, Robert Devore. The Public Library in the United States. New York: Columbia University Press, 1950. p. 96.

<sup>10</sup> Bruder, Mildred, "Publicizing Information and Reference Services," Library as a Community Information Center (Allerton Park Institute Number 4) Champaign: University of Illinois Graduate School of Library Science, 1959, p. 152.

<sup>11</sup> Phelps, Rose B. "Reference Services in Public Libraries: The Last Quarter Century." (Reprint of a talk given at the meeting of the Reference Services Division of the American Library Association, June 25, 1957, Kansas City, Missouri) Reference Services, ed. by Arthur Ray Rowland. Hamden, Connecticut: Shoe String Press, 1964.

<sup>12</sup> Const, Mable L. "Detroit Public Library Surveys Reference Use," Library Journal LXXII (November 15, 1947) p. 1,569-1,572.

cities to interpret their resources and services to welfare agency staffs and the methods used in this interpretation.

2) To determine the extent to which the welfare agency staffs in the selected cities have availed themselves of the library services.

## CHAPTER II

### METHOD

#### A. Hypothesis

The basic hypothesis adopted for the study was that: A lack of proper interpretation of the public libraries' services is related to a failure of welfare agency personnel to use the services of the public library.

#### B. Method of Approach

The survey was chosen as the most appropriate method to study the problem for the following reasons:

1) The hypothesis could best be tested by an analysis of prevailing conditions and practices of several public libraries on one hand and the professional staffs of welfare agencies on the other.

2) No data were available on use of the public library by the professional staffs of welfare agencies.

#### C. The Survey Sample

##### 1. The public libraries

The study was limited to public libraries in cities of over 300,000 population, on the assumption that they are more likely to have the materials which meet the specialized needs of welfare agency personnel and the staff trained to guide and assist patrons in their use. Each municipal library studied must have on its staff a reference specialist and adult services consultant or comparable position. The libraries were selected on a regional basis and had to be conveniently accessible from the University of Wisconsin at Madison, where the investigator was enrolled.

Four libraries in the area met the criteria established and they were included in the study:

Detroit Public Library, Detroit, Michigan  
Milwaukee Public Library, Milwaukee, Wisconsin  
Minneapolis Public Library, Minneapolis, Minnesota  
St. Paul Public Library, St. Paul, Minnesota

The population in the four cities ranged from 313,000 to 1,670,000.

## 2. The welfare agencies

Because of the large number of welfare agencies in the cities included, the decision was made to limit the study to family welfare agencies, on the assumption that the use of libraries by family welfare agencies is representative of use made by welfare agencies in general.

The Encyclopedia of Social Work defines a family welfare agency as one whose "activities are designed to protect and strengthen family life and to enhance the social functioning of various family members. These activities are carried on by a variety of governmental and voluntary agencies; the voluntary agencies are both nonsectarian and sectarian. Functions and activities of family agencies include: helping services, marriage counseling, family life education, professional education, research and improving the social environment."<sup>1</sup>

The list of family welfare agencies identified in the Encyclopedia of Social Work was checked against the directories of social agencies in the four cities and seven agencies common to the four cities were chosen

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<sup>1</sup>Encyclopedia of Social Work, 1965. New York: National Association of Social Workers.

for inclusion. The selection included governmental and voluntary agencies, both sectarian and nonsectarian, which are listed below:

American National Red Cross  
Catholic Social Services  
County Department of Public Welfare  
Family Service  
Jewish Family Service  
Lutheran Social Services  
Salvation Army

#### D. Data Gathering Methods

##### 1. The public libraries

a. Interviews. Most of the data on the four libraries were gathered by personal interviews. The library interview schedule (Appendix A) was pre-tested at the Madison Public Library, in Madison, Wisconsin, where interviews were held with the assistant librarian and the head of the literature and social sciences department. Only minor changes and additions seemed necessary.

Initial contact with the director of each library was made by a letter from the investigator in which a copy of the proposal for the study was enclosed. This letter suggested that the director might want to ask the staff member, to whose work the study most closely related, to serve as liaison with the investigator. This was done in each library and these staff liaisons were most helpful to the investigator in preliminary arrangements for visiting the libraries and in the necessary follow-up.

Because of the variations in organization and the degree of subject departmentalization in the libraries included in the study, it was necessary to interview persons holding different positions in each. Since the study is concerned with services offered as well as their interpretation, persons

responsible for both were queried. This included the supervisor of the subject departments, the librarian in charge of circulation and reference use of materials on social work in the central library and branches, the head of the film or audio-visual department, the person responsible for promotion or public relations and the coordinator of adult services. The Detroit and Milwaukee Public Libraries have Municipal Reference Branches to serve local government officials. The librarians in these branches were also interviewed. The positions of the persons interviewed in each library are identified in Table 1.

The Detroit and Minneapolis Public Libraries are more highly departmentalized than the Milwaukee and St. Paul Public Libraries. The Sociology and Economics Department in Detroit and the Sociology Department in Minneapolis are responsible for both circulation and reference use of material in the field; whereas, the Circulation Room and the Reference Room in St. Paul, and the Humanities Department and the Ready Reference Department in Milwaukee are responsible for the general fields of knowledge, including social problems.

In Detroit the Social Sciences Department was established in 1916, and the name was changed to Sociology and Economics in 1963. In 1939, a collection of books on social work was transferred to the Public Library by the Council of Social Agencies in memory of Henry Glover Stephens, a pioneer in social work in Detroit, who originated the collection first as a private library and later gave it to the Community Union, the forerunner of the Council of Social Agencies.

The Minneapolis Public Library previously had a Social Services Branch, housed in the Citizens' Aid Building, headquarters for all social

**TABLE 1**  
**POSITIONS OF PERSONS INTERVIEWED IN EACH LIBRARY**

<b>POSITION</b>	<b>ST. PAUL</b>	<b>MINNEAPOLIS</b>	<b>MILWAUKEE</b>	<b>DETROIT</b>
Supervisor of Subject Department	Coordinator of Central Library	Chief of Central Library	Assistant Librarian	Director of Reference Services
Circulation of Social Work Material	Supervising Librarian Circulation Room	Head Sociology Department	Coordinator of Humanities	Chief Sociology and Economics
Reference use of Social Work Material	Supervising Librarian Reference Room	"	Ready Reference and Humanities	"
Films	Supervising Librarian Arts and Audio-Visual	Head, Visual Aids Department	--	Chief Educational Films
Public Relations	Coordinator Community Relations	Public Relations Specialist	Publicity and Exhibits	Chief Community and Group Services
Adult Services	--	Adult Group Consultant	Coordinator of Adult Services	--
Branches	Coordinator of Extension	Chief of Extension	Coordinator Extension and Neighborhood Libraries	Director of Home Reading
Municipal Reference	--	--	Municipal Reference Librarian	Chief Municipal Reference Library

agencies in the city, and directed by a person who had training both as a social case worker and a librarian. This branch which opened in the 1920's was closed in 1960 when the library moved into its new building and the collection was incorporated into the Sociology Department.

The interview schedule included two scales. Scale I (see Appendix A) identified almost twenty library services and was used to determine which of these services each library had to offer to the professional staffs of family welfare agencies and the frequency with which each service was actually performed. Scale II (see Appendix A) identified the methods of interpreting the services and was used to determine which of these methods each library used to interpret its services to the professional staffs of family welfare agencies and the frequency with which each method was used. These findings are reported in Chapter IV.

The library interviews were held in March and April, 1967. The total of twenty-five library interviews varied both in number and length from library to library. It was not necessary to follow the full schedule with each person interviewed. Since Scale I of the interview schedule identified services and Scale II identified methods of interpretation (see Appendix A) their use was based on the area of responsibility of the person interviewed.

b. Documentary analysis. In addition to the interviews, data were gathered by examining the following sources where available: book lists, bibliographies, film lists, conference programs and library publications.

Since the adequacy of a library's collection is obviously one of the factors which determines to what extent the library's resources are of actual use or can be of potential use to the professional staffs of family welfare agencies, checklists of books, periodicals and films were prepared



by the investigator and checked in each of the libraries. The per cent of books, periodicals, and films on the checklist held by each library was figured. These percentages were averaged to arrive at an Index of the adequacy of the collection in each library. The findings are reported in Chapter III.

## 2. The welfare agencies

The data from the professional staffs of family welfare agencies were gathered by means of a mail questionnaire. The questionnaire was developed (Appendix C) and pre-tested with family welfare agency staffs in Madison, Wisconsin.

During the investigator's visit to each library, the library liaison telephoned the director of each of the seven family welfare agencies to explain the purpose of the study, to ask his cooperation and to request a list of professional staff members. When such a list was not available, the number of such staff members was obtained.

All the directors contacted agreed to cooperate though some were reluctant because of the heavy staff work load and the frequency with which they receive questionnaires. Some said quite frankly that they would distribute the questionnaires but would not exert any pressure on staff members to reply to them.

In most agencies the number of staff members did not total more than fifty and questionnaires were sent to the entire staff. In larger agencies, such as the county departments of public welfare, it was necessary to use a sampling since the time for tabulating the returns was short. In making a selection, those staff members whose positions seemed to call for them to make greater use of the library were chosen for inclusion.

On the assumption that local identification might provide an incentive to return the questionnaires, they were sent out with a cover memorandum (Appendix B) on local library letterhead from the library director or in some cases from the library staff liaison. When it was possible to get the names of the welfare agency staff members, the memoranda were personalized. A stamped, addressed return envelope was attached.

All the questionnaires for each agency were mailed to the director with a cover letter from the library director or library staff liaison asking him to distribute the questionnaires and thanking him for his cooperation.

The total number of distributed questionnaires and of tabulated returns are indicated in Table 2. In order to preserve their anonymity, the libraries and their corresponding cities have been designated A, B, C, and D, and will be referred to as such throughout the remainder of the report.

TABLE 2  
FAMILY WELFARE AGENCY STAFF QUESTIONNAIRES DISTRIBUTED  
AND RETURNS TABULATED

City	Number Distributed	Number Tabulated	Per Cent
City A	242	147	61
City B	165	61	35
City C	137	84	61
City D	199	106	53
Total	743	398	52

The questionnaire included a scale for measuring public library use by professional staffs of family welfare agencies (Scale III, see Appendix C). It identified the same services listed in Scale I but defined them in layman's language and asked the family welfare staff member to indicate the frequency with which he used each one. These findings are reported in Chapter V.

### 3. Reliability of data gathering methods

It is necessary to evaluate the degree to which the data, gathered to such a large extent by oral and written communication, corresponded to actual policies and practices of the respondents and the organizations they represented.

Whenever it was possible to check the interview findings by consulting objective records such as book lists and film lists, the two sets of data coincided. A further check was provided by the multiple interviews that were held in all libraries.

With respect to the questionnaire returns, it is more difficult to evaluate the reliability of the replies. One difficulty encountered was in defining specialized library services in terms easily understood by the user. One obvious misinterpretation was in the case of "research service" and "literature searches." Although none of the libraries offered these services, a number of welfare agency personnel indicated these as services which they had used.

In question 4 (see Appendix B) where the respondent was asked to name other libraries he used and to differentiate his use of these libraries from his use of the public library, it was sometimes difficult to determine whether the use described applied to other libraries or the public library.

Question 5 (see Appendix B) should have been worded so as to elicit replies only from those unfamiliar with the services identified as being offered by the library.

It seems reasonable to assume that any difference between family welfare agency personnel responding to the questionnaire and those not returning it would reflect in the latter group less interest in the subject and less use of public library services. The possible significance of any such difference between responding and non-responding personnel would be hard to determine in view of the difficulty of obtaining relevant data from the latter group.

#### E. Establishing Index Figures

In order to test the hypothesis that there is a relationship between the library's program of interpretation and the use of the library by the professional staffs of family welfare agencies, it was necessary to provide some means for making a comparison. To do this, three index figures were established--use, interpretation, and materials.

##### 1. Index of use

Each service identified in Scale III was assigned a numerical weight on the basis of its importance. Because of the pressure of time, the investigator was forced to rely on her own professional judgment in determining these weights. In doing so she took into account the value of the service to the professional user, the depth of analysis of the reader's need required by the librarian and the librarian's personal involvement in performing the service.

The investigator found that a similar weighting of services on the

basis of importance had been made in the survey of adult education activities conducted by the American Library Association in 1954<sup>2</sup>; however, since the survey was concerned with groups and this study with individuals, the services were not sufficiently comparable to use the same weights. If time had permitted, the investigator would have submitted both the list of services and the list of methods of interpretation to authorities in the reference and adult education field for weighting as Helen Lyman did in conducting the adult education survey. Since it did not, she was forced to rely on her own judgment.

A numerical weight was also assigned to each frequency with the greatest frequency receiving the highest weight. The weights assigned to both services and frequency are given in Appendix D.

To arrive at an Index of use for each library the following formula was used:  $A \times B \times C = I$

A (weight of service) x B (frequency of use) x C (% of respondents using) = Index figure for one service at set frequency of use by one library's users.

The sum of all instances of frequency in any one service produces an index figure for the service and the sum of all index figures for all services produces the Index of use for the library.

A portion of Scale I on services is reproduced below as an illustration:

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<sup>2</sup>Smith, Helen Lyman. Adult Education Activities in Public Libraries. Chicago: American Library Association, 1954.

Scale I--Service		B FREQUENCY						Index for Service
		A Weight	6 1-2/ wk.	5 2-3/ mo.	4 1/ mo.	3 5-6/ yr.	2 1/ yr.	
Answer fact questions.	1		C 2.8	C 2.8	C 18.9	C 23.6	C 17	146.1
			I 14	I 11.2	I 56.7	I 47.2	I 17	
Answer reference questions.	2		C 1.9	C 6.6	C 16.0	C 24.5	C 15.1	296
			I 19	I 52.8	I 96	I 98	I 30.2	
Provide reading guidance.	3		--	C 2.8	C .9	C 14.1	C 18.9	183
			--	I 33.6	I 8.1	I 84.6	I 56.7	

Index of Use 625.1

The service (Answer fact questions) was used 2-3 times a month by 2.8% of the respondents of a particular library. To arrive at an index figure for this one service at this set frequency, the following computation was made:  $A (1) \times B (5) \times C (2.8) = I (14)$

To arrive at an index figure for this one service, the indices for all instances of frequency were totaled to produce the sum of 146.1.

To arrive at a total Index of use for the library, the indices for all services were totaled. Using only the three services illustrated, the Index of use would be 625.1

## 2. Index on interpretation

A method similar to that outlined above was used in establishing an Index on interpretation. Each method of interpretation identified in Scale II was assigned a numerical weight by the investigator. In doing so she considered the effectiveness of each method and its potential appeal to the

individual library patron. Each frequency was also assigned a numerical weight, with the greatest frequency receiving the highest weight. The weights assigned to both services and frequency are given in Appendix E.

To arrive at an Index on interpretation for each library the following formula was used:  $A \times B = I$   
 A (weight of method of interpretation)  $\times$  B (frequency of use) = Index figure for one method of interpretation.

The sum of all index figures for all methods of interpretation produces the Index on interpretation for the library.

A portion of Scale II on methods of interpretation is reproduced below as an illustration:

Scale II--Methods of Interpretation	A Weight	B FREQUENCY						Index for Method of Inter- pretation
		6 1-2/ wk.	5 2-3/ mo.	4 1/ mo.	3 5-6/ yr.	2 1/ yr.	1 within Memory	
Telephone conversation.	2	12						12
Unplanned informal conversation.	2	12						12
Planned conference.	3		15					15

Index on interpretation 39

The method of interpretation (Telephone conversation) was used 1-2 times a week. To arrive at an index figure for this one method of interpretation, the following computation was made:  $A (2) \times B (6) = I (12)$

To arrive at a total Index on interpretation for the library, the

indices for all methods of interpretation were totaled. Using only the three methods illustrated, the Index on interpretation would be 39.

### 3. Index on materials

To evaluate the library collections, checklists of books, periodicals and films were compiled and checked against the library collections as explained in Chapter III. To arrive at an Index on materials for a particular library, the percentage of that library's holdings of the three different types of materials were averaged. For instance, if a library owned 80 per cent of the books on the checklist, 84 per cent of the periodicals and 31 per cent of the films, the average of these three figures produced the Index on materials--65.



## CHAPTER III

## LIBRARY RESOURCES

A very important factor in determining a library's ability to serve a specialized public, like the professional staffs of family welfare agencies, is the size and strength of the collection in the pertinent subject areas. In an effort to determine the practice of the libraries in the purchase of professional materials, the book selection policy was discussed with each library.

Though Library C did not have a written book selection policy, the chairman of the book selection committee reported that it was generally agreed that they do not purchase specialized, expensive titles or tools of the trade in the professional areas. They do not go into subjects in depth but rather emphasize books on the level of the parent and layman which will have wider use. She mentioned particularly that they do not purchase specialized books in law and medicine and cited specific sources of legal and medical material, like the State Law Library and the County Medical Library. When asked if there was such a source of professional material in social work, she could not give a definite answer but said they "assumed" the County Welfare Department had a professional library.

The other three libraries reported that they do purchase specialized material on social work. Library D was the only one which produced a written book selection policy, both general and departmental. The departmental policy stated that the primary objective was to collect materials of contemporary significance and of permanent value in the subject fields within its jurisdiction which included social work. In the subject of

sociology, materials on philosophy, history, methods of administration, and standards for operating the welfare program in all its many areas are regularly added to the collection.

A general statement on the collection recognized that the collection is strong in religion, education, and recreation and somewhat less so in sociology, and stated:

New emphasis should be given to building the sociology collection, and that of social and public welfare, in as much as the poverty program of the federal government and the greatly-increased shortage of sociologists due to the sudden demand for their services has stepped up the enrollment in schools of social work.

Social work is one subject in which Library B purchases in depth. In Library A the book selection policy which is being revised, "does not include a specific statement about professional material, but it definitely does not exclude such material," according to the Assistant Librarian. "We feel responsible for purchasing research material which is really deeper than professional material."

The effects of these book selection policies are reflected in Tables 3 through 5 which report the holdings of the libraries in these pertinent subject areas.

To make an objective evaluation of the libraries' collections in the subject area of primary interest to the professional staffs of family welfare agencies, checklists of books, periodicals and films on the subject of "family services and counselling" were compiled. On the assumption that the public library would do an important service to the professional person to make available to him material on subjects peripheral to his immediate field, two areas in which there is considerable current interest among family welfare personnel, were selected and checklists compiled on

them, also. These were "aging" and "poverty and human resources." All of these lists were checked against the libraries' holdings.

A thorough search failed to produce a suggested basic list for a good social work collection. The list which most nearly met this description was Building a Social Work Library, published by the Council on Social Work Education in 1962; however, it was considered too limited in scope and also out of date in view of the wealth of excellent new material being published in the field. It was used as a basis for more comprehensive and current checklists compiled from a number of different sources.

#### A. Books

##### 1. Family services and counselling

The checklist of 225 titles (Appendix F) was compiled from bibliographies on the subject, chapter references and bibliographic footnotes, and current book reviews in periodicals in the field of social work. The sources are listed below.

##### a. Bibliographies:

Colorado State Department of Public Welfare. Library.  
Library Counselor, XVI (October 1961)

Family Service Association of America.  
1966--1967 Publications. New York, 1966.

Minnesota Council on Family Life. Family Life: Literature and Films, an Annotated Bibliography. St. Paul, 1964.

Rex, Jean G. Books About Parents and Their Children.  
New York: Child Study Association of America, 1958.

"Selected Bibliography: The Negro Family." I.R.C.D.  
Bulletin, II (May 1966)

Tighe, Leo W. Classified Bibliography for the Field of Social Work. Santa Clara, California: Premier Publishers, 1959.

White, Carl Milton. Sources of Information in the Social Sciences, A Guide to the Literature. Totowa, N.J.:  
Bedminster Press, 1964.

b. Chapter references and bibliographic footnotes from:

Bardill, Donald R. Family Group Casework.  
Washington, D.C.: Catholic University Press, 1964.

Cavan, Ruth. American Family, 3d ed.  
New York: Crowell, 1963.

Harms, Ernest and Shreiber, Paul. Handbook of  
Counseling Techniques. New York: Macmillan, 1963.

MacGregor, Robert. Multiple Impact Therapy  
with Families. New York: McGraw-Hill, 1964.

Nichols, Elizabeth. In-service Casework Training.  
New York: Columbia University Press, 1966.

Pollard, Beatrice Elsie. Social Casework for  
the State. London: Pall Mall Press, 1962.

Younghusband, Eileen. Case-work with Families and  
Children. Chicago: University of Chicago Press, 1965.

c. Current book reviews in:

Social Casework

Social Service Review

Social Work

2. Aging

The basic source of the 218 titles on this checklist (Appendix G) was A General Bibliography on the Aging, compiled by the Library of the National Council on the Aging in 1963. This was brought up to date with selections from Current Literature on the Aging, a quarterly bibliography also published by the Council.

It was also supplemented with selections from the following bibliographies:

Colorado State Department of Public Welfare. Library.  
Library Counselor, XVI (July, 1961) and  
XX (January, April, July, 1965)

National Council on the Aging.  
NCOA Publications. New York, 1965.

Tighe, Leo W. Classified Bibliography for the Field of Social Work. Santa Clara, California: Premier Publishers, 1959.

U.S. Department of Health, Education, and Welfare.  
Basic Reference Books and Journals in Gerontology.  
Washington, D.C., 1963.

U.S. Department of Health, Education, and Welfare.  
Aging in the Modern World: An Annotated Bibliography.

Webber, Irving L. and Streib, Gordon F. A Syllabus and Annotated Bibliography on the Sociology of Aging and the Aged. Ann Arbor: University of Michigan, 1959.

### 3. Poverty and human resources

The basic source of the 206 titles on this checklist (Appendix H) was "A Selected Bibliography on Poverty and Human Resources," Poverty and Human Resources Abstracts, I (January, 1966).

It was supplemented with selections from the following bibliographies:

Blum, Zahava D. and Rossi, Peter H. Social Class and Poverty: A Selected and Annotated Bibliography.  
Chicago, National Opinion Research Center, 1966.

U.S. Department of Labor. Library. Guaranteed Income and the Negative Income Tax. Washington, D.C., 1966.

Wisconsin. University. Library School. Institute on Library Service for the New Literate. Selected List of Background Reading on the Culturally Disadvantaged. 1966.

### 4. Summary

The number of books held by each of the libraries on the three subjects on which checklists were compiled is reported in Table 3.

## LIBRARY HOLDINGS OF BOOKS ON CHECKLISTS

Subject	Total Number of Titles Checked	Titles Held				
		Libraries				
		A	B	C	D	
Family Services and Counselling	225	160	172	78	153	
Aging	218	155	166	98	128	
Poverty and Human Resources	206	164	184	110	149	
Total	Number	649	479	522	286	430
	Per Cent		74	80	44	66

**B. Periodicals**

The list of journals reviewed for Abstracts for Social Workers, published by the National Association of Social Workers, was used as the basis for this checklist which included eighty-three titles (Appendix I). A specialist in family services on the faculty of the School of Social Work at the University of Wisconsin was consulted on the designation of titles most useful in the three subject areas. Since most of the journals include articles on more than one of the three subjects, a composite list was compiled.

**C. Films****1. Family services and counselling**

The basic source of the checklist of the twenty-six titles on this checklist (Appendix J) was: Family Life: Literature and Films, an Annotated

Bibliography, compiled by the Minnesota Council on Family Life, 1964.

2. Aging.

The basic source of the forty-six titles on this checklist (Appendix K) was Films on Aging, published by the Administration on Aging of the U.S. Department of Health, Education, and Welfare, 1965.

3. Poverty and human resources

The twenty-seven titles on this checklist (Appendix L) were selected from film lists on the subject compiled by the A. L. A. Audio-Visual Committee, the New York State Library, and the University of Wisconsin Library School for its Institute on Library Service for New Literates, in 1966.

All of the film checklists were supplemented with titles reviewed in Landers Film Reviews from 1960 to date.

D. Summary

The number of periodicals and films held by each of the libraries is reported in Table 4. A summary of library holdings of books, periodicals and films on the three subjects checked is given in Table 5.

Library B with 80 percent of the books and 84 percent of the periodicals on the checklists could be considered to have printed resources adequate to serve the professional staffs of family welfare agencies. This library purchases in depth in the field of social welfare and the checklists indicate that it is very up to date with the latest books and periodicals in the field.

Library A with 74 per cent of the books and only 55 per cent of the periodicals was not fully adequate; however, this collection would certainly enable them to be of use to the family service worker.

TABLE 4

LIBRARY HOLDINGS OF PERIODICALS AND FILMS  
ON CHECKLISTS

Materials	Total Number of Titles Checked	Titles Held			
		Libraries			
		A	B	C	D
Periodicals	83	46	70	21	48
Films	99	-- <sup>a</sup>	31	11	18

<sup>a</sup>Library A does not own films.

TABLE 5

SUMMARY OF LIBRARY HOLDINGS OF MATERIALS  
ON CHECKLISTS  
(in Per Cent)

Materials	Libraries			
	A	B	C	D
Books	74	80	44	66
Periodicals	55	84	25	58
Films	-- <sup>a</sup>	31	11	18

<sup>a</sup>Library A does not own films.



Library D with 66 percent of the books and 58 per cent of the periodicals has recognized its weakness in this area as noted in its book selection policy quoted on page 20 and plans to give emphasis to this subject area in its present program to build its collection.

Library C which admittedly does not purchase specialized professional material falls considerably below the other three libraries in adequacy of resources.

The three libraries which have film collections were all inadequate in this subject area. This is regrettable since films are an excellent resource for family life education and in-service training, two important functions of family agencies.

All four libraries are official depositories for United States government publications, an excellent resource in providing information and reference service in this subject area.

## CHAPTER IV

LIBRARIES' SERVICES TO THE PROFESSIONAL STAFFS OF  
FAMILY WELFARE AGENCIES

To determine what services each library offered to the professional staffs of family welfare agencies and the frequency with which each service was actually performed, Scale I (see Appendix A) in the library interview schedule was used.

Though there was general willingness on the part of all libraries to perform the services identified, librarians interviewed could give little positive evidence of administering these services to the professional family welfare worker. Expressed in a variety of ways, the immediate response was, "The patron doesn't usually identify himself."

When asked if the nature of the request might help to identify the patron, the librarians cited Civil Service examination books as the type of material most frequently requested by the social worker. These were borrowed both for their personal use and for their clients. Other requests mentioned were all for the use of welfare clients and included: sources of assistance from organizations and agencies; laws covering their particular problems; social security; workmen's compensation; and simple practical material on housekeeping, budgeting, and home management.

A very few family welfare workers were known to the librarians as regular and frequent users. Possible explanations suggested were the difficulty in distinguishing between the professional and the student in the field who frequently asks for the same type of information and the fact that the professional is familiar with the literature in the field and capable of locating the information he is seeking without help.

A persistent effort was made to get the libraries to indicate the frequency with which the various services were furnished, but it was impossible for them to do so with any precision.

#### A. Types of Library Service Available

##### 1. Fact and reference questions

All of the libraries answered fact and reference questions both by telephone and in person. There were no strict rules for limiting time spent on either type of request, though most libraries preferred to restrict telephone requests to three minutes. Several libraries also limited to three the number of titles checked in the card catalog and the number of names looked up in a directory.

The amount of time spent in helping a patron who came into the library was left to the discretion of the librarian on duty. Each request was evaluated according to its importance, the possibility of finding a definitive answer and the anticipated future use of the information by the library. Library D emphasized that they could not spend unlimited time serving this special clientele since they were charged with "serving the whole community." Library A explained that all services are directed toward reaching the total community and they were not likely to provide a special service that could not be extended to all.

##### 2. Bibliographies of professional material

Rather than actually compiling bibliographies for the professional worker, the pattern seemed to be to select information from which he prepared his own bibliography or to refer him to an already prepared bibliography.

Library D explained that time did not allow them to compile bib-

liographies and they made extensive use of prepared bibliographies. They had a very fine pamphlet file which was accessible to the public and a spot check revealed bibliographies on a number of subjects of immediate interest to family welfare workers.

Libraries A and D made extensive use of the Library Counselor, a quarterly bibliography, issued by the Colorado State Department of Welfare, which includes books as well as pamphlets and periodical articles. Each issue is devoted to some phase of social work and there have been a number of recent issues relating to family counseling.

Library A seemed to summarize the situation when they explained that the picture has changed somewhat with the issuing of prepared bibliographies and such tools as the Bibliographic Index. If there was an already prepared bibliography, the patron was encouraged to use it because "the professional public should become aware of professional tools." The libraries seemed to be more willing and able to assist the layman and lay groups not familiar with materials.

### 3. Reading guidance

There was evidence of only the most casual reading guidance. Libraries A and D reported that they formerly had reader's advisors, indicated that the lack of this service was a weakness in their program and reported a strong interest in resuming it.

### 4. Literature searches

Specialized services such as literature searches were not requested, and the librarians said definitely that these would not be given if requested. Libraries C and D replied that their staffs were neither large enough nor sufficiently competent. Libraries A and B said quite frankly

that they did not consider this a responsibility of the library but one that the professional person should perform for himself. They would, of course, assist a patron in finding material that he might appraise personally.

#### 5. Interlibrary loan

There was very little activity in the area of interlibrary loan. Since the libraries studied were the largest public libraries in their respective states, they were limited to out-of-state sources. Libraries A and D replied that they preferred to consider the titles for purchase if they were still in print. They all indicated a willingness to borrow out-of-print or specialized items.

#### 6. Current awareness service

Current awareness service was given only on an informal, irregular basis; however, with the advent of automatic data processing, there is renewed interest in this service now known as "selected dissemination of information" (S.D.I.). Several librarians indicated that this would be a valuable service, welcomed by the patron, and one they would like to perform. Library B is making a beginning. In automating their registration, which necessitates re-registering all borrowers, "public welfare and recreation" is one of the seventeen professions identified. Library D has automated its circulation control and when registration is automated, an occupational control might make it possible to identify welfare staff and use the names in a "current awareness" service. City A is considering the installation of a computer system in which the library might participate, and the librarians expressed interest in indexing and programming material so that lists and bibliographies could be printed out for use in a "current awareness" service.

## 7. Film service and information

Libraries B, C, and D had film collections and Library D had an extensive film information file with rather detailed descriptions of films in the form of discussion guides, published reviews or staff annotations. These were arranged by title, indexed by subject and filed in loose leaf binders on the open shelf and there was considerable evidence of use.

Library D had assisted a number of family welfare groups like the Salvation Army, Goodwill Industries and Jewish and Catholic Neighborhood Houses in planning film programs for their clientele but not for their own use. Library B reported similar use of films. The Mayor's Committee on Rehabilitation of Alcoholics used both books and films in its rehabilitation center on Skid Row. Schools of nursing and practical nursing used films on pre-natal development, child study and sex education in their training program.

None of the libraries allowed the preview of films in the library. In Library C, the only place where films could be previewed was the auditorium and it was frequently in use for other programs. Libraries B and D both had preview rooms in the film departments, but the former explained that they did not have sufficient staff and the latter that the room was used almost constantly for staff previews. Since previewing service greatly increases the usefulness of films, efforts should be made by these libraries to open their facilities for this purpose.

## 8. Program planning assistance

There was no real evidence of program planning assistance in any of the libraries. Most of the libraries maintain a speakers' file to assist groups in obtaining speakers for their meetings. In this general area,

Library C sponsored a discussion leaders' workshop giving training in leading discussions and planning activities for Senior Citizens. It was attended by older citizens themselves, as well as professional welfare staffs working with the aging.

#### 9. Consulting service

No formal consulting services existed. There were a few scattered instances such as Library C's assisting a community organizer in one of the Economic Opportunity Act projects to select books for a class of adult illiterates. Library A reported giving advice on establishing a library at the county infirmary for the aging and consulting informally with the staff at a home for the rehabilitation of alcoholics and mentally ill on how the rehabilitants can use the library.

#### 10. Loan of reference materials

All the libraries studied loaned materials usually reserved for use in the library for limited periods, usually three days, depending on the urgency of the need and whether it could be spared from the library. Each request was decided on its merit. In Library C all except the latest issues of current periodicals were circulated, and some subscriptions were duplicated to facilitate this service. All the libraries furnished photocopies for a fee (10¢ to 15¢ per page) but, except for Library A, all required payment in advance because they could not always depend on the patron to come for the material ordered. Library A would mail the copy or permit it to be picked up and paid for at their drive-in window.

#### 11. Municipal reference service

Unique in the way of branch libraries are the Municipal Reference Branches in Cities A and B. This is a facility which one might expect to

be used by the professional social worker in the public agencies. Unfortunately the governmental organization is such that this was not possible to any great extent. In City A the library was located in the City Hall and served only city departments while the Public Welfare Department was a county department, located in the Court House.

In City B the Municipal Reference Library was located in the City-County Building and served both levels of government. The County Bureau of Social Aid, though never located in the City-County Building, was formerly located in a building served by messengers; however, by recent legislation the Bureau was placed under direct jurisdiction of the State Department of Social Services and moved to a building not served by the Municipal Reference Library, so they could no longer benefit from this very excellent service.

The Municipal Reference Librarian described past use by welfare personnel on three levels. The beginning or entering social worker used it for Civil Service examination material; the line supervisor used it for material on interviewing, training and supervision; and the middle management or policy making personnel used it for statistics and data influencing the economic situation and projections of population.

He reported that they answered fact questions daily; reference questions weekly; and compiled bibliographies twice a year. Reading guidance, given daily, was informal and literature was assembled for the researcher, but literature searches were not prepared. The "current awareness" service given by the Municipal Reference Library was most valuable to the professional worker.

The Municipal Reference Library Bulletin called new material to



patrons' attention. A spot check of several recent issues revealed a number of entries under public welfare, poverty, medical care, mental hygiene, old age and other subjects of interest to the family welfare worker.

The library loaned all types of materials, including reference books and current periodicals to city-county employees. The loan period for the latter was three days. Of course, since most employees were located in the same building, the materials were easily retrieved if needed.

There was much evidence of use of this excellent service, and it is most unfortunate that it is no longer available to public welfare personnel.

#### 12. Service from branch libraries

In the branch libraries in the four cities, there was no evidence of use by the professional staffs of family welfare agencies. This was discussed with the Director of Extension or the person supervising the branches in each system and branch librarians in two systems and no one could identify such use. The consensus was that the branch collections were too general to provide the more specialized services identified.

#### B. Summary

Two of the libraries, A and B, felt that their service to professional staffs of family welfare agencies was adequate; in fact, B described theirs as "better than adequate," but neither felt that it was used as it should be. Library B believed that this was the fault of both the library and the professional staffs and added that the library did not have sufficient time to promote services. Library D felt that with more staff and funds they could do more, but they believed their service to be satisfactory. Only Library C felt that their services were not adequate.

With the exception of the more specialized services requiring extensive research, the majority of the services identified were available from all the libraries; however, there was little indication of effort to offer them to the professional staffs of family welfare agencies. As reported by Phinney on page 2, the librarians provided the services "when asked" but did not go out of their way to offer or initiate services.

The professional welfare workers were not identified by the libraries as specialized clientele and there was a question that they should be. Several librarians emphasized that they were responsible for serving the whole community.

There was no inclination on the part of the libraries to do the actual work of compiling bibliographies or literature searches. Instead the accepted procedure was to assist the patron in finding or simply to direct him to the material and let him make his own evaluation. Two libraries did have very good files of ready-prepared bibliographies in the field.

In general the attitude was that the social worker, as other professional personnel, should be sophisticated enough to find and interpret the material and information he needs.

## CHAPTER V

KNOWLEDGE AND USE OF PUBLIC LIBRARY SERVICES  
BY THE PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES

Although the libraries could offer little evidence of regular use by the professional staffs of family welfare agencies, the question remains: to what extent did these people use library service anonymously? On this point we have evidence from the questionnaire returns.

A. Volume of Use

Scale III (see Appendix C) on the agency questionnaire identified library services and was designed to measure their use by the professional staffs of family welfare agencies. Almost 75 per cent of the 398 respondents from the four cities indicated that they used the public library and almost 20 per cent indicated that they used as many as one-half of the services identified on the scale. The volume of use by library is reported in Table 6.

The per cent of total respondents using eight or more services was 19.4, while Library C with 31 per cent of the respondents using eight or more services showed the greatest volume of use. The table indicates that Library B was the least used, with 36.2 per cent of the respondents using no services and only 13 per cent using as many as eight.

It is significant to note that Library B which had the smallest percentage of returns also had the highest percentage of nonuse. This may indicate general apathy on the part of the professional social workers in the city. It may also indicate a lack of communication between the library and the social workers.

TABLE 6

VOLUME OF LIBRARY USE  
BY PROFESSIONAL STAFF MEMBERS  
OF FAMILY WELFARE AGENCIES

Number of services used	Per cent of respondents using				
	Libraries				
	Total	A	B	C	D
16	--	--	--	--	--
15	.5	.7	--	--	.9
14	.5	.7	--	1.2	--
13	1.0	.7	1.6	1.2	.9
12	1.0	.7	--	2.4	.9
11	1.8	.7	--	3.6	2.9
10	2.0	2.7	1.6	2.4	.9
9	5.3	2.7	3.3	8.3	7.6
8	7.3	5.4	6.5	11.9	6.6
7	8.6	6.8	13.2	7.1	9.4
6	7.3	11.6	3.3	3.6	6.6
5	8.6	12.2	6.5	4.8	7.6
4	7.5	8.2	11.5	3.6	7.6
3	8.8	9.5	8.2	8.3	8.6
2	7.5	8.2	1.6	8.3	9.4
1	6.5	5.4	6.5	8.3	6.6
0	25.8	23.8	35.2	25.0	23.5

TABLE 7

FREQUENCY OF LIBRARY USE  
BY PROFESSIONAL STAFF MEMBERS  
OF FAMILY WELFARE AGENCIES

Frequency of library use	Per cent of respondents using				
	Libraries				
	Total	A	B	C	D
1-2 times a week	1.8	2.7	1.6	2.4	--
2-3 times a month	7.0	8.2	1.6	8.3	7.5
Once a month	9.5	9.5	13.1	10.7	6.6
5-6 times a year	31.7	29.2	29.5	36.9	31.1
Once a year	15.3	15.6	8.9	10.7	22.6
Within memory	8.6	9.5	9.8	5.9	8.5
Never	26.1	24.5	36.1	25.0	23.6

B. Frequency of Use

To complete the picture of use, volume must be compared to frequency and this is reported in Table 7. Only 1.8 per cent of the total respondents used the library as frequently as once a week and Libraries B and D were not used even this frequently. Less than 20 per cent of the total respondents used the library once a month and Libraries B and D again fell below this percentage. Slightly over 65 per cent of the total respondents used the library once a year, and Library B fell below this percentage.

Library C showed the greatest frequency as well as the greatest volume of use with 69 per cent of its respondents using the library at least once a year.

### C. Most Useful Services

The questionnaire also produced an indication of the usefulness of the various services and this is reported in Table 8. Answers to reference questions was listed as the most useful service by over 21 per cent of the respondents. Reading guidance and answers to fact questions were also considered very useful.

Even the most useful services were not requested with great frequency by the respondents. For instance, answers to reference questions were requested once a week by only 1.7 per cent of the total respondents, and once a month by only 5.3 per cent of the total respondents.

Though the volume and frequency of requests by the professional staffs of family welfare agencies was not very great, those who did use the library indicated a wide range of subjects on which they had requested information. These are listed in order of demand in Table 9.

It is interesting to note that most of these subjects could be related directly to the daily professional work of the family agency staff member; whereas, a preliminary assumption was that the professional person is more likely to turn to the library for material peripherally rather than directly related to his major field of interest.

### D. Use of Other Libraries

The questionnaire asked those who were not using the public library to indicate why and three possible explanations were suggested:

- a) Did not know such services were available
- b) Find our own professional library adequate
- c) Making use of another library

TABLE 8

## USEFULNESS OF SERVICES

Rank	Service	No.	%
1	Answers to reference questions.	86	21.6
2	Reading guidance.	61	15.3
3	Answers to fact questions.	45	11.3
4	Research or search service.	30	7.5
5	Bibliographies of professional material.	20	5.6
6	Booklists to use with clients.	10	2.5
6	Photocopies of magazine articles or other non-circulating materials.	10	2.5
7	Literature searches.	9	2.3
8	Interlibrary loan service.	8	2.0
9	Help in selecting materials for programs for public meetings.	5	1.7
10	Film lists.	4	1.0
11	Film information.	3	.8
11	Help in selecting materials for programs for in-service training.	3	.8
11	Preview films for program use.	3	.8
11	Consulting service.	3	.8
12	Exhibits.	1	.3
	No answer	115	28.9 **

\*\*This column adds to more than 100 per cent as some people listed more than one service.

TABLE 9

**SUBJECTS MOST FREQUENTLY REQUESTED BY  
PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES**

- |                                  |                                    |
|----------------------------------|------------------------------------|
| 1. Sociology & social welfare    | 15. Poverty & EOA programs         |
| 2. Marriage & family life        | 16. Alcoholism                     |
| 3. Psychology                    | 17. Civil service                  |
| 4. Child study & development     | 18. Community problems & resources |
| 5. Casework                      | 19. Racial problems                |
| 6. Adoption                      | 20. Human behavior                 |
| 7. Administration                | 21. Counseling                     |
| 8. Group work & therapy          | 22. Consumer information           |
| 9. Sex education                 | 23. In-service training            |
| 10. Unwed parents                | 24. Mental health                  |
| 11. Adolescence & youth          | 25. City planning                  |
| 12. Aging                        | 26. Medical problems               |
| 13. Foster children & their care | 27. Personnel                      |
| 14. Psychiatry                   | 28. Urban development              |



Since many respondents checked two or even three reasons, and some who used the library answered this question also, it is difficult to interpret the responses. There is considerable evidence, however, that the professional staffs of family welfare agencies are using sources of information and materials other than the public library.

In City A respondents from the seven family welfare agencies included in the study indicated that they used the agency's professional library. In City B, respondents from five of the seven agencies, and in Cities C and D respondents from six of the seven so indicated. Since it was not possible to survey these libraries and evaluate them, it is impossible to draw any conclusions about their adequacy, but no doubt there is considerable variation in their resources depending on the size of the agency. One agency visited by the investigator during the pre-test had a file of one journal in the field and referred to this as a "library." On the other hand, the investigator learned from the librarian of the Department of Welfare in one of the states visited that Counties C and D had rather sizeable professional libraries.

Many respondents in all four cities indicated that they were making use of another library, in most cases, a university library. Since there were schools of social work in all four cities with special libraries in the field, it was not surprising that the professional staffs of family welfare agencies turned to these resources. Most of them cited as their reason for doing so the fact that these collections have more current and specialized material in the field. Some also mentioned that these libraries were more convenient and that the material could be located more quickly and easily than in the large public library.

In one city the State Department of Public Welfare has an excellent special library which was used primarily by personnel from the public agencies but open to the private agencies as well.

In view of the availability of these specialized resources in the field, it is surprising that the public libraries when asked demonstrated little knowledge of these special libraries and their collections or the extent to which they were being used by family welfare personnel.

Another observation is that all the public libraries mentioned considerable use by students in social work. This seems to indicate that the students are using the public libraries and the professional staffs are using the university libraries. The extent to which this is true and the reasons for it might be an interesting possibility for further study.

#### E. Summary

The use of the library by the professional staffs of family welfare agencies was significant but not great, especially in view of the basic assumption of this study that they influence change and guide decisions and, therefore, were in need of a constant flow of material as sources of new ideas and information.

The relationship of use to the library's program of interpretation began to emerge with the libraries having the best interpretation program showing the greatest use both in volume and frequency.

It was apparent from the responses that the professional staffs of family welfare agencies had access to other sources of information. This might cause one to question the necessity of the public library attempting to serve these people if they have access to other resources which they

find more satisfactory and convenient. The responsibility of the public library to serve all parts of the community cannot be so easily dismissed, but the study did point up the obligation of the library to be familiar with other resources in the community.

## CHAPTER VI

LIBRARIES' PROGRAMS OF INTERPRETATION OF SERVICES  
TO THE PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES

Making the necessary books and other library materials available and providing services are certainly essentials of a library program. There is another important ingredient and that is the interpretation of these materials and services to the public and the promotion of their use.

To evaluate the libraries' programs of interpretation, Scale II (see Appendix A) in the library interview schedule was used. This scale identified fifteen methods of promotion, both personal and impersonal, and the libraries were asked to tell how often each was used.

Though they were again somewhat hesitant to commit themselves as to frequency, they were able to do so with more precision than in the case of services rendered. The difference was that the library must take the initiative in promotion, whereas the patron is left to take the initiative in requesting service. It was sometimes difficult for the libraries to isolate examples of promotion with family welfare agency staffs, since, in most cases, their promotion is general and directed to the whole community.

#### A. Personal Contact

Most of the libraries used conversations, conferences and talks to interpret their services to the professional staffs of family welfare agencies. Libraries A and C made most frequent use of this personalized, individual approach. Library B's Municipal Reference Librarian was invited annually to describe the library's services to city-county employees at in-service training sessions operated by the Civil Service Department.

## B. Library Publications

### 1. Brochure outlining services

All libraries issued general brochures explaining services, except Library B and they have one in preparation, but Library A was the only one that issued a special guide for social workers. This was prepared in 1960 for distribution at a social work conference. The purpose as stated was: "to outline for the professional social worker several library materials which are keys to the vast amount of literature available in the field of social work."

### 2. Book lists

Book lists on special subjects, the stock in trade of the public library, were used more frequently than any other means to interpret the library's services to the family welfare worker and his client. Outstanding among those prepared especially for the professional was Library C's annotated bibliography, "For Community Service Workers." Another was Library D's reading list for the first annual meeting of the Economic Opportunity Community in the county.

The libraries produced many samples of book lists varying considerably in reading level and method of presentation. If any generalization can be made, it would seem that the lists from Libraries C and D were more popular in presentation and inclusion and were definitely geared to the layman; whereas those issued by Libraries A and B were more on the level of the professional. Parent education was the subject most frequently used for book lists. Others included: family life, youth, old age and retirement, consumer education, easy reading for new literates, racial problems, the Negro, and urban development and renewal.

### 3. Film lists

Library B issued film lists on special subjects in lieu of a complete catalog. The current selection included two on pertinent subjects: "Child Care and Development," revised August, 1965, and "Contemporary Social Problems," revised November, 1966.

#### C. Library Exhibits

All libraries reported the use of exhibits and accompanying book lists, both in and outside the library; however, these were all planned for meetings of the family service agency's clientele. Though they were no doubt viewed by a number of professional family welfare personnel, they had limited use and appeal to the professional.

A very good example of such an exhibit and accompanying list was prepared by Library D for the Community Forum, "Women on the Move," co-sponsored by the National Councils of Jewish Women, Catholic Women and Negro Women, the United Church Women, and the Governor's Commission on the Status of Women. The purpose of the forum was "to spark community-wide efforts to help women move out of poverty through better job opportunities and earnings and to combat the special disadvantages that women suffer as buyers and consumers." The library display was listed on the program, had a prime location and a librarian was on hand to answer questions.

Tours of Library C were included in the job retraining course offered by the County Welfare Department for its clients. A book list, "Tools for Your Trade," and exhibits including basic books on various trades were prepared for their visits.

The most elaborate exhibit described was one planned by Library D for the Senior Citizens' Fair sponsored by the Community Health and Welfare

Council at a local department store. A library staff member was on the planning committee and the library had a booth manned by the staff. They used a loud speaker to "hawk" short reviews of books and information about library services of special interest to older citizens, gave out book lists and showed films. They estimated that 8,000 attended the Fair and they planned to participate again this year.

At the annual institute on aging sponsored by a local college in June 1966, two librarians from Library D served as resource persons for workshops, one on "Your Public Library: What It Can Do for Senior Citizens."

#### D. Radio and Television

Library D reported a series of radio programs featuring interviews with staff members, including the head of the Sociology Department. Library B had a regular radio program related to current timely topics and they gave an example of a recent local conference on crime during which they presented books on crime prevention.

Library B had a regular television program, similar to the radio series, which periodically dealt with social problems like a recent one on urban planning. The weekly television series sponsored by Library A focused on social problems five or six times a year.

#### E. Library Tours

One method of interpretation not identified by the study but found to be very effective in Library D is the conducted tour of the library. They brought the staff member in charge in frequent contact with the social worker and his client. For instance, a social worker from the state mental

hospital brought patients to visit the library during rehabilitation. Teachers and social workers brought students from the adult basic education program to the library in school buses. Headstart parents and Senior Citizens also toured the library.

#### F. Library in the Community

All the libraries recognized the value of staff participation in community groups and organizations as a means of making the library's services known to the community and bringing individuals and groups into the library. They cited library representation, official and unofficial, on community welfare councils or similar coordinating agencies. Library A had three such representatives, one of whom was a Library Board Member, and one of whom is now chairman of a Council committee. Library B had two representatives, one a member of the Council's budget committee. Library C had one representative on the Community Council and one on the Neighborhood Council and Library D had a representative who had served for five years.

Somewhat innovative in approach was the Community Relations Office, established in Library C in 1965 under a grant from the LSCA. To quote the Director's 1965 Annual Report, this is a

...missionary or personal service department. A highly mobile and competent staff tells the library story and promotes its many services by means of a number of imaginative experimental programs. As well as work in depth with the economically deprived the library with the aid of the grant has been able to expand services to business, labor, and those with less than perfect vision. The publications program has also benefited....

The program was coordinated by an aggressive, enthusiastic young librarian who described this "Operation Outreach" with great feeling and sincerity.

In the effort to reach the economically deprived, the library has



sought to interpret its services to the staffs of local agencies sponsoring programs under the EOA. In November and December of 1965 the Coordinator of Community Relations and a member of the County Citizen's Committee for Economic Opportunity visited these agencies to discuss their programs and how the library could best assist them in their work.

Then on January 10, 1966, the library invited the staffs of these agencies to a workshop at the library to describe library materials and services available to aid them in their professional work; to explain the library's plan to extend services to the community, especially the underprivileged; and to investigate areas of cooperation. The seventy-six persons who attended were given a conducted tour and an annotated bibliography entitled, "For Community Service Workers."

The library also cooperated with family welfare agencies to plan programs for their clientele such as Headstart mothers, new literates, deprived neighborhoods and job retrainees.

Similar, but considerably more limited in both scope and duration, was Library D's Target Area Library Program, financed by CAP funds. The program was funded for six months, June to December 1966, with the idea that it would be continued with local funds but these were not forthcoming. The purpose of the program was to make the library more meaningful to low-income residents and it was centered in four branches in the target areas.

The librarian who directed the program reported very poor response from social workers whom she contacted to offer the services of the program. She had one conference with a school social worker and a settlement house worker to plan a program but nothing material resulted. It is very apparent that the greatest weakness of this program was its short duration which inhibited the staff from the outset.

### G. Summary

The libraries' programs of interpretation may sound rather impressive, but actually there was not much concentrated effort to reach the professional staffs of family welfare agencies. The programs were more general in nature and directed toward the entire community. Those in the area of social services tended to be on the level of the layman rather than the professional.

Two libraries stood out above the others in their programs of interpretation and it was interesting to observe the difference in their approach. Library C's innovative "Operation Outreach" might be classified as a crash program that is really reaching out into the community. On the other hand, Library A's program is the result of long, sustained effort largely on the part of one staff member who has carried the library message to the community. In this case the results seemed to be comparable.

Library B's program was the most general of the four with almost no special interpretation to the group with whom the study was concerned. They had an outstandingly good collection which should be an advertisement and invitation in itself but as seen in the analysis of library use, this was not necessarily true.

Library D was cutting down on service and promotion to improve the collection and branch library facilities. They were not replacing professional personnel, so that the person who had carried a large part of their community relations program was being transferred to another position recently vacated by retirement. This will further reduce their restricted promotional program.

## CHAPTER VII

### SUGGESTIONS FOR IMPROVEMENT OF SERVICES BY THE PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES

The suggestions of the respondents for the improvement of service were considered important to any suggestions for expanding public library service to the professional staffs of family welfare agencies.

#### A. Inadequacies of Public Library

The respondents were asked to identify inadequacies in service in Question 7. Only a small number (approximately 40) replied to this question and most of the replies had to do with materials--either the library did not own the material needed or the number of copies was not sufficient to meet the demand. All three forms of material were mentioned--books, periodicals and films.

#### B. Suggestions for Improvement of Service

Question 8 asked for suggestions of new services or changes in the present ones that would make the library more useful. About 20 per cent of the respondents made feasible suggestions and their suggestions have been consolidated in Table 10.

#### C. Summary

In view of the emphasis of this study it is interesting to note that 25 per cent of the respondents who made suggestions for improvement recommended more or better publicity. In the words of one respondent, there seems to be a gap in communication between the library and this

TABLE 10

## SUGGESTIONS FOR IMPROVEMENT OF PUBLIC LIBRARY SERVICE

---

Suggestions	Respondents Suggesting
Improved service	26
Better program of interpretation	25
More materials	16
Additional and more helpful personnel	3
Better physical facilities	3
Other	3

---

specialized public. The method of interpretation suggested most frequently was a list or bibliography of new materials in the field. A brochure explaining the services was also suggested.

Most of the recommendations for improved service had to do with organization of materials. A number suggested speed and efficiency in getting books from the stacks and several expressed the desire to have access to the stacks so as to browse through the material. Others suggested longer loan periods, longer hours of service, etc. Several respondents from City D took this as an opportunity to express dissatisfaction with the closing of the Social Services Branch in that city.

## CHAPTER VIII

## SUMMARY AND CONCLUSIONS

The purpose of the study was to explore the public library program of publicizing and interpreting the professional collections and services available for use by professional staffs of welfare agencies and to relate such programs of interpretation to levels of use by the agencies' staffs. Four libraries in cities of over 300,000 population were included in the study. Family welfare agencies were chosen as being representative of welfare agencies in general and seven such agencies located in the same cities as the four libraries were selected for inclusion.

The library data were gathered by personal interviews (25) and the family welfare agency data were gathered from responses (398) to questionnaires. In addition to the interviews, data were gathered from the libraries by examining book lists, bibliographies, film lists, conference programs and library publications.

As explained in Chapter II, each library was assigned an index figure based on materials, program of interpretation, and use for the purpose of testing the hypothesis that: A lack of proper interpretation of the public libraries' services is related to a failure of welfare agency personnel to use the services of the public library.

The index figures are given in Table 11 and partially support the hypothesis. Libraries C and A, with the best programs of interpretation, had the greatest use. However, Library D which ranks lowest on interpretation had greater use than Library B. Library B's higher score on inter-

TABLE 11  
INDEX FIGURES ON  
MATERIALS, INTERPRETATION, USE

Index Figures	Libraries			
	A	B	C	D
Materials	-- <sup>a</sup>	65	27	46
Materials (excluding films)	64.5	81	34.5	59.5
Program of interpretation	86.5	69	92	43
Use	-- <sup>a</sup>	2107.5	2705.8	2388.2
Use (excluding film service)	2391.7	2035.2	2483.8	2207.3

<sup>a</sup>Library A does not own films

pretation is partially attributable to its Municipal Reference Branch which did a considerable amount of personal promotion.

The fact that Library B, with the most adequate collection of materials, had the poorest use and that Library C, with the poorest collection, had the greatest use might seem to indicate that intensive communication with the professional family service worker is of greater importance than adequacy of resources in stimulating the use of the library. This conclusion should not be drawn hastily but should be subjected to further study based on larger samples of both libraries and welfare agencies.

In fact, any generalizations to be drawn from this study are limited because of the size of the sample. It was envisaged that one of the chief values of the study was to suggest a pattern for further studies of public library services to this and other specialized library publics.

### Conclusions

1. The hypothesis that there is a correlation between the library's program of interpreting its services and the use of the library by welfare agency personnel is partially supported by the findings of the study. As seen in Table 11, Libraries C and A which had the best programs of interpretation also had the greatest use. On the other hand Library D which had the poorest program of interpretation had greater use than Library B which ranked higher both in interpretation and materials.

2. The number of respondents (29% of those who replied to this question) who indicated that they did not know that all of the services listed were available from the library and the number who recommended a better

publicity program (25% of those who made suggestions for improvement) confirm the importance of a good program of interpretation.

3. The accessibility of other sources of professional material is a factor which might be expected to influence the use of the public library by family welfare personnel; however, since all four cities are known to have such sources of material, including schools of social work libraries, private libraries and agency libraries, and since the responses indicate comparable use of these other sources, this factor must be discounted.

4. The study does not produce conclusive evidence of the relationship between the adequacy of materials and the use of the library. Library B with the most adequate collection of materials had the poorest use. There was no significant difference in the amount of use between Library C which had the least adequate collection and Library A which ranked second in adequacy. Further study based on larger samples of both libraries and welfare agencies is suggested.

5. Though the librarians interviewed were unanimous in their response that they were unable to identify the family welfare staff members, not even by the nature of their requests, there is evidence from the responses that these people are using the libraries. This conclusion agrees with one of the major findings of the Bendix study of the use of the public library by labor unions, conducted in 1959, in which she stated: "...it seems clear that the anonymous use of public library information and reference service by the labor respondents is substantially larger than that estimated by library staff members."<sup>1</sup>

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<sup>1</sup>Bendix, Dorothy. Labor Unions and Public Library Service. Columbia University, D. L. S., 1965.



6. Many librarians mentioned other libraries in the area which might be used in addition to or instead of the public library, and the responses show that family welfare personnel are using these libraries. Yet the librarians demonstrated little knowledge of the resources of these libraries. With the volume of material being published and the necessity that this specialized clientele remain informed, it seems important that the librarians know more about the library resources in their areas.

7. Though the library interviews produced very little real evidence of service to, or efforts to interpret service to the professional staffs of family welfare agencies, there is considerable evidence that the libraries are working with or through the welfare personnel to reach their clientele --such groups as the aged, the culturally disadvantaged and the new literates.

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APPENDIX A

PUBLIC LIBRARY SERVICES AND THEIR USE BY  
PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES

INTERVIEW SCHEDULE

NAME	LIBRARY
POSITION	DATE

I would like to talk with you today about the library's services to the professional staffs of Family Welfare Agencies. This is in connection with a project I am conducting as one phase of a program of advanced study at the Library School at the University of Wisconsin. (elaborate on the specialist program and my reason for enrolling)

This project is preliminary to a broader area of research which the Library School hopes to pursue. The overall project will explore the library's role in supplying materials and information to community leaders or the various library "publics".

I have chosen to begin with the professional staffs of family welfare agencies (explain why it was necessary to further limit study) because these people who influence change and guide decisions are in need of a constant flow of material as sources of new ideas and information. The demands of their careers and the speed with which technical information becomes obsolete require that they continue their efforts to remain informed throughout their professional lives. This includes literature in their own as well as related areas.

There are many ways in which the public library can serve the professional person in the family welfare agency by supplying him with books for his personal reading and study, by providing assistance in program planning and in-service training, by giving information on the use of films and recordings, etc.

What I propose to do is to identify the services offered by the public libraries in four large cities (name) and to study the efforts made by the libraries to interpret their resources and services to family welfare agency staffs.

I will then contact by mail questionnaire the professional staffs of several family agencies to determine the extent to which they are availing themselves of the library's services.

APPENDIX A (continued)

-2-

STAFF LIAISON ONLY

I know that the pattern of service varies from one library to another.

1. I would first like to identify the departments through which the (name) Public Library serves the professional staffs of family welfare agencies.
2. If there is a sociology or social sciences department, when was it established?

\* \* \* \* \*

OTHER STAFF MEMBERS

In order to get a complete picture of the services offered by the (name) Public Library, I will be interviewing the following persons:

all of whom may potentially work with the professional staffs of family welfare agencies.

\* \* \* \* \*

3. Before talking about services, I wonder if you would outline generally the scope of your responsibility as to materials, services, personnel supervised, etc.

There are many different types of services which a public library may provide to the professional staffs of family welfare agencies. For the sake of thoroughness, I have tried to identify as many as possible. In fact, I have identified almost twenty, including some very specialized ones, and I'm sure that no library attempts to provide all of them.

4. I have the services listed here, starting with the more common ones. As I mention each, will you tell me whether or not (the library, your department, your branch) offers this service. Will you also tell me the frequency with which each has been provided to the professional staffs of family welfare agencies in the last two years. In the case of booklists of bibliographies, I would be interested in seeing samples of some of the things you have prepared. If some particular service is furnished by another department in the library, will you identify which one, so I can inquire about it from the head of that department.

(Chart on separate page)

4.

SCALE OF SERVICES (Scale I)

3.

FREQUENCY

	Dept. Providing	FREQUENCY					7.	
		1. 1-2 wk.	2. 2-3 mo.	3. 1 mo.	4. 5-6 yr.	5. 1 yr.	Never	by Chance
a. Answer fact questions.								
b. Answer reference questions. (assistance to readers in securing information and using resources of library in study and research)								
c. Compile bibliographies of professional material.								
d. Compile booklists for the professional worker to use with his public.								
e. Provide reading guidance. (directing the choice of books by readers in accordance with their interests and abilities)								
f. Research or search service. (examination, appraisal, and summarizing of information gathered from written sources and from individuals and organizations that are authorities in specific fields)								
g. Prepare literature searches. Is there a fee? (systematic and exhaustive search for published material on a subject or problem and the preparation of a resume for the researcher)								

APPENDIX A (continued)

SCALE OF SERVICES (See Table I)

4.

FREQUENCY

	Dept. Providing	FREQUENCY					7.	
		1-2 wk.	2-3 mo.	1 mo.	5-6 yr.	1 yr.	Never by Policy	by chance
h. Provide interlibrary loan service.								
i. Provide teletype service for interlibrary loans.								
j. Provide teletype service for reference or bibliographic purposes.								
k. Provide "current awareness" service. (notifying patrons of new materials dealing with particular subjects of interest to them based on file indicating work interests of individual patrons)								
l. Prepare exhibits.								
m. Provide film information service. (identification and location of titles not in library collection)								
n. Prepare film lists.								

APPENDIX A (continued)

SCALE OF SERVICES (Scale I)

5.

FREQUENCY

	Dept. Providing	FREQUENCY					6. within memory	7.	
		1. 1-2 wk.	2. 2-3 mo.	3. 1 mo.	4. 5-6 yr.	5. 1 yr.		Never by chance	by chance
o. Program planning assistance for public meetings.									
p. Program planning assistance for in-service training.									
q. Preview films for program use.									
r. Provide consulting service. (visiting agencies to discuss library problems, assist in establishment of special library, etc.)									
s. Lend materials usually reserved for use in the library for limited periods.									
1) current periodicals									
2) bound periodicals									
3) reference books									
4) other (specify)									
5) alternative: furnish photocopies free of charge _____? what type? _____? provide as service _____? patron must make copy _____?									
6) Alternative: furnish photocopies for a fee _____? provide as service & bill patron _____? patron must make copy _____?									

APPENDIX A (continued)



APPENDIX A (continued)

6.

5. Would you say that the services furnished the professional staffs of family welfare agencies is representative of the services furnished to welfare agencies in general?
6. On what topics have information and services been requested?
7. How many requests for service are initiated by telephone?

With whom are they initiated?

8. What restrictions, if any, do you place on answering telephone questions?
9. Do you limit the amount of time spent on any one question or on any other type of service? If so what types and what is the time limit on each?
10. Do you have plans for data processing any aspect of the record of the collection in a field that would affect service to the professional staffs of family welfare agencies?

Do you feel that this automation would improve service to this group?

11. Do any of your professional staff serving the professional staffs of family welfare agencies hold degrees in sociology or social work?  
How many and in what departments do they work?
12. Do any of your assistants serving professional staffs of family welfare agencies hold degrees in sociology or social work but not a library science degree?  
How many and in what departments do they work?
13. Do you feel your service to professional staffs of family welfare agencies is adequate?

APPENDIX A (continued)

7.

14. Do you have future plans for additional or improved services?
15. What services would you like to give if adequate financial support were available?
16. How do you account for the level of use made by professional staffs of family welfare agencies?
17. Are you satisfied with this use?
18. Why isn't there more use?
19. If you do not give service to professional staffs of family welfare agencies, can you tell me why?
20. Instead of (or in addition to) the public library, are college and university libraries, special libraries, or other institutions in your area providing service to professional staffs of family welfare agencies?  
If so, can you tell what the other institutions are?

Now that we have covered the services rather thoroughly, I'd like to explore with you the techniques used to publicize and promote the use of these services by the professional staffs of family welfare agencies. Again I have attempted to identify every possible means of promotion, recognizing, of course, that no library uses all of them. Probably on the basis of experience you have identified the ones you find most effective and concentrate on them.

21. As I mention each technique, will you indicate the ones (the library, your department, your branch) uses and the frequency with which each one is used? In the case of lists and brochures, will you tell me how they are distributed? I would also like to have sample copies.

SCALE OF METHODS OF INTERPRETATION (Scale II)

MEMORANDUM

8.

FREQUENCY

	Dept. Providing	FREQUENCY						7.	
		1. 1-2 wk.	2. 2-3 mo.	3. 1 mo.	4. 5-6 yr.	5. 1 yr.	6. within memory	Never by Policy	by chance
a. Telephone conversation.									
b. Unplanned informal conversation.									
c. Planned conference.									
d. Talks to professional staff groups.									
e. Brochure outlining services and how to use them.									
f. List of new books.									
g. Booklists on special subjects.									
h. List of new films.									
i. Film lists on special subjects.									

APPENDIX A (continued)

SCALE OF METHODS OF INFORMATION (Scale II)

SOURCES

FREQUENCY

9.

APPENDIX A (continued)

	Dept. Providing	FREQUENCY						7	
		1. 1-2 wk.	2. 2-3 mo.	3. 1 mo.	4. 5-6 yr.	5. 1 yr.	6. within memory	Never by Policy	by chance
j. Previews of new films.									
k. Exhibits and displays presenting services in library.									
l. Exhibits and displays presenting services outside library.									
m. Radio talks.									
n. Television programs.									
o. Library representation on community welfare council or similar coordinating agency.									

22. Which of these techniques have you found most effective?

Least effective?

APPENDIX B

MILWAUKEE PUBLIC LIBRARY

814 W. Wisconsin Avenue  
Milwaukee, Wisconsin 53233

(414) 276-7578

MEMO

To:

From: Paul Gratke, Coordinator of Services to Adults

Miss Vivian Cazayoux, an advanced graduate student at the University of Wisconsin Library School is engaged in a study of the use of the public library by the professional staffs of family welfare agencies. The Milwaukee Public Library is cooperating in this study, and I would like to ask your cooperation, also.

I am attaching a questionnaire which will identify ways in which you may use the public library in your work and related professional activities. The questionnaire is a standard one being used in the several libraries studied and includes questions relating to films which are not loaned by the Milwaukee Public Library and several other services which are currently available only on a limited basis in Milwaukee.

Will you please complete and return the questionnaire to Miss Cazayoux by May 17, 1967. A stamped addressed envelope is enclosed for this purpose.

Miss Cazayoux, the Library School and the Library will greatly appreciate your cooperation.

May 8, 1967

APPENDIX C

QUESTIONNAIRE TO PROFESSIONAL STAFF MEMBERS OF  
FAMILY WELFARE AGENCIES

1. Listed below are services which may be available to you from your Public Library. Will you indicate the approximate frequency with which you have used these services in the last two years by recording the appropriate number from the following scale in the blank to the left of each service.

(Scale III)

1.	2.	3.	4.	5.	6.	7.
1-2 times	2-3 times	once a	5-6 times	once a	within	never
a week	a month	month	a year	year	memory	

- a. \_\_\_\_\_ Answers to fact questions
- b. \_\_\_\_\_ Answers to reference questions.  
(assistance in securing information and using library resources in study and research)
- c. \_\_\_\_\_ Reading guidance.  
(suggestions of books or other materials related to your professional interests)
- d. \_\_\_\_\_ Research or search service.  
(written summary of data requested on a search topic, with appraisal of the major sources on the topic)
- e. \_\_\_\_\_ Literature searches.  
(written abstract or resume summarizing a systematic and exhaustive search for all material on a subject or problem)
- f. \_\_\_\_\_ Bibliographies of professional material
- g. \_\_\_\_\_ Booklists to use with clients
- h. \_\_\_\_\_ Interlibrary loan service.
- i. \_\_\_\_\_ Exhibits.
- j. \_\_\_\_\_ Film information.  
(identification and location of films not in library collection)
- k. \_\_\_\_\_ Film lists.
- l. \_\_\_\_\_ Help in selecting materials for programs for in-service training.
- m. \_\_\_\_\_ Help in selecting materials for programs for public meetings.
- n. \_\_\_\_\_ Preview films for program use.
- o. \_\_\_\_\_ Consulting service.  
(advice on library problems or assistance in establishment of special library)
- p. \_\_\_\_\_ Photocopies of magazine articles or other non-circulating materials.

APPENDIX C (continued)

-2-

2. Which services have been most useful to you? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. On what topics have you requested information and services from the library? \_\_\_\_\_  
\_\_\_\_\_
4. If you are not using these services of the public library, can you tell why by checking one of the following:
- a) \_\_\_\_\_ Did not know such services were available.
  - b) \_\_\_\_\_ Find our own professional library adequate.
  - c) \_\_\_\_\_ Making use of another library.
- If so, please name: \_\_\_\_\_
- How does your use of these libraries differ from your use of the public library in kinds of materials or services? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. If you had known the services listed on page 1 were available, which ones would you have found useful? \_\_\_\_\_  
\_\_\_\_\_
6. If you are using the public library, do you find the services adequate?  
\_\_\_\_\_ Yes, \_\_\_\_\_ No.
7. If inadequate, in what way? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. Can you suggest new services, or changes in the present services, that would make the library more useful to you? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*\*\*\*\*

Name \_\_\_\_\_  
Position \_\_\_\_\_  
Name of Agency \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

APPENDIX D

WEIGHTING ON SERVICES AND FREQUENCY

Weight	6	5	4	3	2	1	0
	1-2 times a week	2-3 times a month	once a month	5-6 times a year	once a year	within memory	never
1	Answers to fact questions.						
2	Answers to reference questions.						
3	Reading guidance.						
5	Research or search service.						
5	Literature searches.						
4	Bibliographies of professional material.						
3	Book lists to use with clients.						
2	Interlibrary loan service.						
3	Exhibits.						
3	Film information.						
2	Film lists.						
4	Help in selecting materials for programs for in-service training.						
3	Help in selecting materials for programs for public meetings.						
3	Preview films for program use.						
5	Consulting service.						
1	Photocopies of magazine articles or other non-circulating materials.						



APPENDIX E

WEIGHTING ON METHODS OF INTERPRETATION  
AND FREQUENCY

Weight	6	5	4	3	2	1	0
	1-2 times a week	2-3 times a month	once a month	5-6 times a year	once a year	within memory	Never
2	Telephone conversation.						
2	Unplanned informal conversation.						
3	Planned conference.						
3	Talks to professional staff groups.						
3	Brochure outlining services and how to use them.						
1	List of new books.						
3	Book lists for professional staff.						
2	Book lists for clients.						
1	List of new films.						
2	Film lists on special subjects.						
2	Previews of new films.						
1	Exhibits and displays presenting services in library.						
2	Exhibits and displays presenting services outside library.						
2	Radio talks.						
3	Television programs.						
2	Library representation on community welfare council or similar coordinating agency.						

APPENDIX F  
PUBLIC LIBRARY SERVICES AND THEIR USE BY  
PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES

CHECKLIST FOR EVALUATING LIBRARY COLLECTIONS

THE FAMILY

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APPENDIX G

PUBLIC LIBRARY SERVICES AND THEIR USE BY  
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APPENDIX H  
PUBLIC LIBRARY SERVICES AND THEIR USE BY  
PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES

CHECKLIST FOR EVALUATING LIBRARY COLLECTIONS

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April, 1967.

APPENDIX I

LIBRARY SCHOOL OF THE UNIVERSITY OF WISCONSIN

PUBLIC LIBRARY SERVICES AND THEIR USE BY  
PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES

RESEARCH PROJECT  
Vivian Cazayoux, Research Assistant

CHECKLIST - PERIODICALS

Det.	Ill.	Minn.	S.P.	Periodical Title
				Abstracts for social workers.
				Aging.
				American child.
				American Journal of orthopsychiatry.
				American journal of psychiatry.
				American journal of psychoanalysis.
				American journal of psychotherapy.
				American journal of sociology.
				American sociological review.
				The Annals.
				Archives of general psychiatry.
				Behaviour research and therapy.
				British journal of psychiatric social work.
				British journal of social and clinical psychology.
				Bulletin of the Menninger Clinic.
				Canada's mental health.
				Canadian welfare.
				Case conference.
				Catholic charities review.
				Child welfare.
				Children.
				Communities in action.
				Community mental health journal.

Det.	Ill.	Minn.	S.P.	Periodical Title
				Crime and delinquency.
				Exceptional children.
				Federal probation.
				Geriatrics.
				Gerontologist.
				Group psychotherapy.
				Health, education, and welfare indicators.
				Hospital and community psychiatry.
				Human organization.
				International child welfare review.
				International journal of group psychotherapy.
				International journal of psycho-analysis.
				International journal of social psychiatry.
				International review of community development.
				International social work.
				Journal of abnormal psychology.
				Journal of the American Geriatrics Society.
				Journal of the American Institute of Planners.
				Journal of education for social work.
				Journal of gerontology.
				Journal of health and human behavior.
				Journal of intergroup relations.
				Journal of Jewish communal service.
				Journal of marriage and the family.
				Journal of nervous and mental disease.
				Journal of rehabilitation.
				Journal of social issues.

## APPENDIX I (continued)

3

Det.	Mil.	Minn.	S.P.	Periodical Title
				Journal of social work process.
				Marriage and family living.
				Medical social work (London).
				Mental health.
				Mental hygiene.
				Merrill-Palmer quarterly.
				The nation.
				New republic.
				Poverty and human resources abstracts.
				Psychiatry.
				Psychoanalytic quarterly.
				Psychological abstracts.
				Psychological bulletin.
				Psychosomatic medicine.
				Public welfare.
				Quarterly journal of studies on alcohol.
				Smith College studies in social work.
				Social casework.
				Social forces.
				Social problems.
				Social research.
				Social security bulletin.
				Social service quarterly.
				Social service review.
				Social work (NASW)
				Social work (London)
				The social worker.



## APPENDIX I (continued)

4

Det.	Mil.	Min.	S.P.	Periodical Title
				Sociological abstracts.
				Sociological analysis.
				Sociological quarterly.
				Sociometry.
				Trans-action.
				Welfare in review.

APPENDIX J

CHECKLIST - FILMS - THE FAMILY

Det.	Min.	S.P.	Film Title
			BEFORE THEY SAY I DO. National Council of Churches.
			COURTSHIP TO COURTHOUSE. 15min. RKO.
			ENGAGEMENT: ROMANCE AND REALITY. 15min. 1965. McGraw-Hill.
			FAMILIES FIRST. 20min. New York State Dept. of Commerce.
			THE FAMILY. 18min. 1952. U.S. Army Civil Affairs Division.
			A FAMILY AFFAIR. 31min. 1955. Mental Health Film Board.
			FAMILY CIRCLES. 30min. McGraw-Hill.
			HAVE I TOLD YOU LATELY THAT I LOVE YOU? 16min. 1958. University of Southern California.
			HEREDITY AND PRE-NATAL DEVELOPMENT. 20min. McGraw-Hill
			I DO. 25 min. 1960. National Council of Churches.
			IN TIME OF TROUBLE. 14min. McGraw-Hill.
			JAMIE--THE STORY OF A SIBLING. 29min. 1964. McGraw-Hill.
			JEALOUSY. 16min. McGraw-Hill.
			LABOR AND CHILDBIRTH. 20min. Medical Arts Production.
			MANAGING THE FAMILY INCOME. 35min. RKO.
			MARRIAGE TODAY. 23min. McGraw-Hill.
			THE NEGLECTED. 35min. 1966. International Film Bureau.
			NINE MONTHS TO GET READY. 25min. 1966. North Carolina State Board of Health.
			A NORMAL BIRTH. 20min. Medical Arts Production.
			OUR CHANGING FAMILY LIFE. 22min. McGraw-Hill.
			PROEBE--STORY OF A PREMARITAL PREGNANCY. 29min. 1964. McGraw-Hill.
			PSYCHODRAMA. 45min. 1966. Laurence Schwab.
			PSYCHOLOGICAL DIFFERENCES BETWEEN THE SEXES. 19 min. 1965. McGraw-Hill.
			ROOTS OF HAPPINESS. 25min. 1953. Mental Health Film Board.
			WHO'S BOSS? 20min. McGraw-Hill.
			WHO'S RIGHT? 18min. McGraw-Hill

APPENDIX K

LIBRARY SCHOOL OF THE UNIVERSITY OF WISCONSIN

PUBLIC LIBRARY SERVICES AND THEIR USE BY  
PROFESSIONAL STAFFS OF FAMILY WELFARE AGENCIES

RESEARCH PROJECT  
Vivian Cazayoux, Research Assistant

CHECKLIST - FILMS - AGING

Det.	Minn.	S.P.	Film Title
			ADVENTURE IN MATURITY. 22min. 1954. Oklahoma State Dept. of Health.
			AGING (About People Series). 30min. WTTW, Chicago.
			AGING--A MODERN SOCIAL ACHIEVEMENT. 13min. 1956. University of Michigan.
			ANOTHER LIGHT. 25min. 1952. U.S. Public Health Service.
			BEFORE THE DAY. 27min. U.S. Dept. of Health, Education, and Welfare.
			BY CHANCE OR BY CHOICE. 26min. 1963. Rainbow Pictures.
			COLD SPRING IDEA. 12min. 1956. Harvey Associates.
			THE CRITICAL DECADES. 28min. 1965. U.S. Public Health Service.
			DATE OF BIRTH. 15min. 1950. National Film Board of Canada.
			DENTAL CARE FOR THE CHRONICALLY ILL AND AGED. 18min. 1963. U.S. Public Health Service.
			THE DIARY OF CONNIE MCGREGOR. 28min. 1963. Arnold Eagle Productions.
			ELDER CITIZEN. 30min. 1955. National Film Board of Canada.
			ENVIRONMENTAL HEALTH ASPECTS OF NURSING HOMES. 14min. 1962. Michigan Dept. of Health.
			FOR ALL OF THE REST OF YOUR LIFE. 17min. 1964. National Council of Senior Citizens, Inc.
			THE GOLDEN AGE. 29min. 1958. National Film Board of Canada.
			HOME CARE, AN APPROACH TO THE TREATMENT OF CHRONIC DISEASE. 28min. 1955. Information Productions.
			HOMES THAT CARE. 30min. Michigan Dept. of Public Health.
			HOMESPUN. 20min. Encyclopaedia Britannica Films.
			INDIAN SUMMER. 28min. 1963. Contemporary Films.
			THE LENGTHENING SPAN. 30min. 1956. Smith, Kline, and French.
			THE MANY LIVES OF J.Q.P. 12min. 1956. University of Michigan.
			A MATTER OF SECONDS. 29min. Campus Film Productions.
			THE NEW PRIME OF LIFE. 14min. 1956. University of Michigan.

## APPENDIX K (continued)

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Det.	Minn.	S.P.	Film Title
			NO TIME TO BE LONELY. 33min. Missouri Division of Health.
			THE OLD ONES. 29min. 1964. Columbia University.
			OUR SENIOR CITIZENS. 30min. 1955. New York City Dept. of Welfare.
			A PLACE TO LIVE. 30min. 1955. National Council on the Aging.
			PREPARATION FOR THE LATER YEARS: FINANCIAL PLANNING. 30min. 1961. National Council on the Aging.
			PROUD YEARS. 28min. 1956. Columbia University.
			READY FOR EDNA. 28min. 1965. U.S. Public Health Service.
			RETIRE TO LIFE. 23min. 1953. Oklahoma State Dept. of Health.
			RX FOR A NIGHTMARE. 26min. 1964. National Council of Senior Citizens.
			SECOND CHANCE. 28min. Stoney Associates.
			SHIELD AGAINST WANT. 13min. 1962. Florida Dept. of Public Welfare.
			THE SOCIAL SECURITY STORY. 14min. U.S. Dept. of Health, Education, and Welfare.
			STEPS OF AGE. 25min. 1950. Mental Health Film Board.
			STROKE--EARLY RESTORATIVE MEASURES IN YOUR HOSPITAL. 20min. Illinois Dept. of Public Health.
			THIS IS MY FRIEND. 29min. Cook County Dept. of Public Aid.
			THREE GRANDMOTHERS. 28min. 1963. McGraw-Hill.
			TIME FOR WHAT--THE SECRET OF THE LATER YEARS. 15min. 1962. YM-YWHA of Greater Miami.
			TO LIVE AGAIN. 15min. 1962. Huntley Films.
			VIGIL OF JENNY FAY. 20min. 1962. Craven Films.
			WALK DOWN ANY STREET. 27min. 1961. National Film Board of Canada.
			WHERE LIFE STILL MEANS LIVING. 24min. Edward Feil Productions.
			THE YELLOW LEAF. 28min. 1952. National Film Board of Canada.
			YOUR PATIENT AND SOCIAL SECURITY BENEFITS. 1964. Lemuel C. McGee, M.D.

## APPENDIX L

## CHECKLIST - FILMS - POVERTY &amp; HUMAN RESOURCES

Det.	Min.	S.P.	Film Title
			THE CAPTIVE. 28min. 1964. National Council of Churches.
			CHILDREN WITHOUT. 28min. 1963. National Education Association.
			CHRISTMAS IN APPALACHIA. 29min. 1964. Carousel.
			CITY OF NECESSITY. 25min. 1963. Carousel.
			THE DROPOUT. 30min. 1961. McGraw-Hill.
			FELICIA. 13min. University of California.
			FROM THE OUTSKIRTS OF HOPE. 28min. Association Films.
			THE HARD WAY. 50min. National Educational Television.
			HARVEST OF SHAME. 58min. 1960. McGraw-Hill.
			HEADSTART. 28min. 1966. U.S. Office of Economic Opportunity.
			THE HIGH LONESOME SOUND. 30min. 1963. Brandon.
			INCIDENT ON WILSON STREET. 51min. 1964. McGraw-Hill.
			MARKED FOR FAILURE. 28min. Indiana University.
			A MORNING FOR JIMMY. 28min. 1961. National Urban League.
			MY OWN YARD TO PLAY IN. 7min. Edward Harrison.
			THE NEWCOMERS. 25min. 1963. Stoney Associates.
			NO HIDING PLACE. 51min. 1964. Carousel.
			OPERATION HEAD START. 16min. U.S. Office of Economic Opportunity.
			PHYLLIS AND TERRY. 35min. Columbia University.
			PORTRAIT OF A DISADVANTAGED CHILD: TOMMY KNIGHT. 16min. 1965 McGraw-Hill.
			PORTRAIT OF THE INNER CITY. 17min. 1965. McGraw-Hill.
			PORTRAIT OF THE INNER CITY SCHOOL: A PLACE TO LEARN. 19min. 1965. McGraw-Hill.
			QUESTIONS. 18min. 1966. North Carolina Fund.
			THE QUIET ONE. 67min. Contemporary Films.
			RUN FROM RACE. 29min. National Educational Television
			SUPERFLUOUS PEOPLE. 60min. McGraw-Hill.
			WHEN I'M OLD ENOUGH, GOOD-BYE. 28min. Louis de Rochemont Assoc.