

Summary of Responses/Outcomes for “Cultivating Hidden Patrons”
Follow up from Beginner Boot Camp 2009

Non-English Speaking

Suggested Responses:

- Increase Collection of offerings
- Communicate to Everyone in the Community
- Clearinghouse for Community,

Possible Outcomes:

- Greater number of patrons will be served
- increased number of circs
- Look for bilingual computer programs, and other resources
- Use a liaison/translator to assist with communication, offer a tutoring service
- Use multi-language signage, especially for important locations like the bathroom
- Reach out to volunteers, community leaders, government agencies, adult education programs, leaders, and bilingual family members to assist with outreach
- Invite a member of the “hidden patron” community to do a program at the library
- Promote the MeL resources that are applicable
- Go to the community where the patrons are, don’t wait for them to come to you
- Encourage bilingual staff who can interact easily
- Find and promote websites and other resources in the first language of the patron
- Educate the staff

Blind and Visually Impaired

Suggested Responses:

- Library as a Clearinghouse
- Increase Collection
- Leave the Library

Possible Outcomes:

- Share information
- Sign up patrons for programs
- Carry materials like playaways and audio books
- Advertise in doctor’s offices, Social Services, Senior Centers, local clubs
- Offer more Braille materials
- Offer a computer with visual tools to increase the screen size/print size and/or a voice program to make the computers accessible
- Be aware of building design and identify architectural barriers
- Promote programming for visually impaired
- Have a local agency representative come in to make service known
- Have ways to make library services known
- Offer a support group to keep them coming back to the library
- Make staff aware with training
- Have a visually impaired person come and observe and share barriers they observed and offer suggestions
- Check if local organizations (Lions Club) might fund a pilot collection of descriptive videos etc.

- Remember adults losing their vision may not be able to learn to read Braille as they have less sensitivity in their fingers
- Have machines for the Library of Michigan to demo with
- Use services to get materials to the patrons, audio books by mail, actually go and read around the community, promote the programs from the Library of Michigan

Mentally Ill

Suggested Responses:

- Highlight Uniqueness
- Support Employment

Possible Outcomes:

- Educate staff in tolerance and kindness
- Carry out policies and treat them like anyone else
- Have educational programming
- Set up a display from local agency
- Partner with local agencies
- Hire or use as volunteers
- Encourage staff to use training tools (like recordings to give you an idea of what a schizophrenic hears during the day)

Mobility Challenged

Suggested Responses:

- Leave the Library
- If you can – alter your building to make it more accessible

Possible Outcomes

- Homebound delivery services
- Advertise at senior centers, township/city/etc. halls, use newspapers and word of mouth
- Use volunteers
- Use area agencies on aging for help
- Don't overlook homeschooler groups who may be willing to volunteers to deliver the items

Deaf and hearing impaired

Suggested Responses:

- Increase Collection of Offerings
- Communicate to Everyone

Possible Outcomes:

- Offer more movies in closed caption
- Offer headphones with modifications/higher volume on computers
- Have a board for patrons to write on/communicate with
- Look to churches, community groups, local colleges for sign classes
- Ask volunteers to sign at a library program
- Educate the staff

Respectfully submitted, Megan Buck (sorry for any accidental exclusions!)