

Florida Library Association Annual Conference/DoubleTree Hotel/Orlando, FL  
Better Services for Seniors Panel Discussion  
May 7, 10:30 a.m. Indian River Room

### **Get Information and Referral Assistance for Florida Senior Library Patrons**

1. Florida Statewide Information and Referral for Seniors -  
Area Agencies on Aging  
<http://www.floridaelderresource.com> (state-wide locator for regional offices)  
1-800-96-ELDER (toll free, will route caller to his/her community)  
1-800-963-5337  
Speakers, phone, email, chat, web support, free library programs,  
E-government support, Medicaid, Medicare and other senior resources

Regional Example -  
West Central Florida Area Agency on Aging  
AgingFlorida.com  
Covers Hillsborough, Highlands, Hardee, Polk and Manatee)  
1-800-96-ELDER (toll free, will route caller to his/her community)

2. Florida Library Association  
Standards for Florida Public Libraries  
April 10, 2009  
[http://www.flalib.org/publications\\_tab\\_files/FLPubLibStds\\_4\\_10\\_09.pdf](http://www.flalib.org/publications_tab_files/FLPubLibStds_4_10_09.pdf)

#### Standards for Elders

146. The library's collection includes an adequate number of materials in formats that allow elders to continue to enjoy books and reading.
147. The library makes individuals who can benefit from the national Talking Book Service aware of it and assists them in getting service.
148. Adaptive devices for enlarging print and enhancing sound are available in the library for use by customers.
149. The library cooperates and forms service partnerships with local agencies providing services to elders.
150. Library staff members assigned to programs and services intended for elders have training about the needs of elders that enables them to successfully provide such services.
151. Elders are involved in planning services for their age group.

3. Guidelines for Library and Information Services to Older Adults, American Library Association Reference Services Section, Reference and User Services Association.  
<http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/libraryservices.cfm>

4. WCFAAA/Public Libraries Partnership For Seniors –  
Hardee – Patti Lang, Highlands – Mary Myers, Hillsborough – Victoria Ricketts,  
Manatee – Marion Hayes, Pasco – Nancy Fredericks, Polk- Tina Peak,  
TBLC – Charlie Parker, USF – Catherine Cottle and Dr. Stephanie Maatta-Smith,  
WCFAAA – Katherine Goosney

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Compiled by Catherine Cottle, USF SLIS  
WCFAAA/Public Libraries Partnership for Seniors  
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