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CORRECTIONAL SERVICE OF CANADA

REVIEW OF INSTITUTIONAL LIBRARY SERVICES

REPORT; *Correctional Service*

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REPORT; *Correctional Service of Canada*

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Prepared by Peat, Marwick and Partners
March 30, 1984



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March 30, 1984

PRIVATE

Dr. D. Griffin
Chief, Education and Training
The Correctional Service of Canada
8th Floor
340 Laurier Avenue, West
OTTAWA, Ontario
K1A 0P9

Dear Dr. Griffin:

We are pleased to submit our final report of the review of institutional library services for Correctional Services Canada. The report is attached to this letter and three copies are provided.

It has been a pleasure working with you and your colleagues, and we appreciate the cooperation we were given. We look forward to working with you in the future.

Yours very truly,

PEAT, MARWICK and PARTNERS

Peat, Marwick and Partners



EXECUTIVE SUMMARY

Conduct of the Study

This study was undertaken during the period of mid-January to the middle of March 1984, in accordance with the scope set out in our letter of Proposal dated September 6, 1983.

Our emphasis was placed on gaining a broad understanding of the role and functions of institutional libraries across Canada and the people employed in them. We designed a survey in an effort to learn as much as possible from a wide variety of sources. Interviews were held with relevant Headquarters staff and institutional visits were made in the province of Alberta. Visits to prison libraries in Ontario and Quebec were part of our previous study, the evaluation assessment of the Education and Training program. We reviewed relevant documentation and literature.

Results of the Study

The results of the study are documented in this report. There are three sections of the report as follows:

- Introduction - setting out the purpose and scope and overall study approach.
- Results of the survey, interviews and literature/document review - highlighting important information that we have discovered and which played an important role in terms of our recommendations.
- Conclusions and recommendations - outlines the four major issue areas we identified along with the recommendations that we feel will address these problems.



Recommendations

We feel that this report gives a realistic picture of federal prison libraries. Our report makes various recommendations that we feel will provide a basis for a strategy in change that would assist Correctional Services Canada and the inmates. These recommendations are as follows:

- That Headquarters hire a librarian with an M.L.S. (Master of Library Science) degree with sufficient skills to coordinate the activities of the libraries on a national basis.
- That basic library standards be established for the institutional libraries.
- That basic procedures be developed for all institutional libraries and that a manual be written outlining them in detail.
- That CSC re-examine staffing of institutional libraries so that consistent qualifications are found in all institutional libraries.
- That every region have a Regional Librarian with a BLS or MLS degree.
- That more appropriate staffing levels be maintained in institutional libraries.
- That all CSC institutional libraries should have a minimum basic adult literacy collection.
- That separate budgets be developed for the libraries and that they are reviewed regionally and nationally before they are submitted to Wardens.



- That the libraries prepare an annual plan outlining goals and objectives for the upcoming year.
- That consideration be given to developing a catalogue of all the holdings of the institutional libraries.
- That the presently ongoing work on improved facilities receive the full support of Education and Training.
- That the institutional library facility planning be done in conjunction with the local librarian.
- That each region hold an annual meeting for its librarians and that all Correctional Service librarians meet at least once a year at the Canadian Library Association Meeting.



I - INTRODUCTION

In January of 1984, the Education and Training Division of Correctional Services Canada engaged Peat Marwick and Partners to review existing institutional library operations in areas such as hours of service, acquisitions practices, budgets collections, human resources and library support of institutional programs. Concern was expressed by Headquarters, Education and Training staff, that inequities existed in library service across the country, and there was a desire to seek some practical solutions to these problems. This report documents our findings and recommendations resulting from the study.

STUDY PURPOSE AND SCOPE

It is the wish of Headquarters Education and Training (E and T) that institutional library services be available equally to all inmates. The results of this study will assist E & T to determine the most appropriate means to ensure this equality exists while still respecting the Regional and local lines of authority.

This study focused on establishing the actual situation in today's federal penitentiary libraries with consideration given to the special nature of these libraries.

STUDY APPROACH

In order to establish a proper framework for our study of institutional library services, it was necessary to gain a broad understanding of the organization, and its role, policies and functions.



We began by attempting to define the present institutional library situation on a national basis. As very little data actually existed, we designed a survey which we hoped would produce a basic picture of prison library services, personnel and facilities. A copy of this survey is Appendix A of this report.

We interviewed relevant personnel at Headquarters Education and Training as well as library service personnel of the Solicitor General's department. We reviewed literature and reports to ensure that all pertinent information was considered.

Institutional visits were conducted in the province of Alberta. Library facilities were visited and library services were observed. Intensive interviews were held with the librarians in charge and other staff, such as appropriate Assistant Wardens. We had already established contacts and discussed library concerns in Quebec and Ontario as part of our recent evaluation assessment of the Education and Training Program.

Based on the information gathered from these various forums, we have been able to develop a statement of issues. These issues are related to areas where change could hopefully be effected without hampering the overall goals of the three levels of management involved - Headquarters, Regions, Institutions. This change would be directed to ensuring fair library service to inmates in all federal penitentiaries across the country.

Presented in this report are our recommendations, which we feel will assist the development of institutional libraries in a practical way.

Our report consists of three sections. Section II presents our analysis of the survey, interviews and document and literature review. Section III contains the relevant issues and recommendations we feel will improve the situation for institutional libraries.



II - RESULTS OF THE SURVEY, INTERVIEWS, AND LITERATURE/DOCUMENT REVIEW

In this section we will briefly describe the mandate of the institutional libraries as well as explaining their position within the Education and Training function. We will then proceed with the survey and interview analysis and the literature/document review.

INTRODUCTION

Commissioner's Directive No. 500-3-01 (November 30, 1982) states the policy respecting the establishment of an adequate and efficient institutional library service. The Directive is pursuant to Subsection 29(3) of the Penitentiary Act and authority for its content is derived from the Penitentiary Service Regulations, section 31.

The library is intended to facilitate the self-improvement of the inmate through the provision of materials with the following directives in mind:

- To provide general reference material as well as specific information to meet various inmate needs, for example, the need for information of academic or vocational interest or the need for legal information.
- To support the work of various programs within the institutions, for example, academic and vocational education, chaplaincy, case management.
- To provide a general cultural influence through books, other materials and appropriate programs.
- To meet special information and cultural needs related to ethnicity, language and literacy.
- To provide books, music and other materials to serve the purposes of recreation; and



- To contribute as far as possible, through materials and through services to inmates, to a humane and pleasant environment within the institutions.

Accordingly, inmates have the right to information and reading materials normally available to the public. In maximum, medium, and multi-level security institutions, an institution-wide library service, comparable to a public library, is to be provided. Minimum security institutions are to ensure some level of library services - although outside local community libraries may be included. For this reason, we have concentrated on S-2 level institutions and above.

In addition to its inmate-oriented objectives, the library is intended to provide reference and other materials for the use of institutional staff to assist them in performing their duties in an informed manner.

The provision of library services in the penitentiary setting is consistent with both the United Nations' Standard Minimum Rules for the Treatment of Prisoners, and the American Correctional Association's Accreditation Standards. These standards emphasize the integral role of the library in a penitentiary system.

The organization of the Education and Training Program is divided along functional and line authority. Thus, Headquarters' E & T has a functional responsibility in the institutional libraries. The penitentiary librarians reports directly to the Assistant Warden, Education and Training. In some cases this position might be incorporated with another Assistant Warden's responsibilities and the librarian will report to this person or the principal of the school. There are also Regional Managers, Education and Training, whose functional responsibility over the school principals or Assistant Wardens, E & T, gives them a functional role with the libraries on a regional basis.



SURVEY ANALYSIS

As we stated previously in our introduction, we found very little data on the prison libraries when we initiated this study and it was our hope that the survey would provide a basic picture of the institutional libraries.

The survey itself was sent out from Headquarters to all Regional Manager's, Education and Training. They were asked to distribute them to all relevant personnel in their region. A total of 32 responses were received - 2 from the Maritimes, 9 from Quebec, 10 from Ontario, 6 from the Prairies and 5 from British Columbia. (4 responses were received late, so our analysis is based on a total of only 28 institutions). There are a total of 63 federal institutions in Canada. Nineteen of these are S-1 level and they are not included in our survey. Of the thirteen S-2 level, Drumheller Trailer Unit responded as part of Drumheller, the S-4 institution, because the one on-site library provides service to the entire institution. Therefore, we obtained 32 out of a possible 43 responses or 74.4%. We would have been happier with a higher response rate, but we do feel this is sufficient to provide a reliable view of the libraries in Canadian federal prisons.

Libraries-General

In terms of basic library services, we found that 27 of the 28 analyzed institutions had some kind of on-site permanent collection. The only exception was an S-2 level prison in British Columbia, which has an inmate population of under 100.

Satellite or living unit collections were most commonly found in the higher security level institutions. The incidence of cell delivery of library materials was also higher in these types of institutions. This can probably be attributed to the fact that inmate movement is more restricted. There are three bookmobiles in use across the country.



During the week, the institutional libraries are open for inmates' use on an average of 6.3 hours per day, although two of the respondees reported no hours of service. Weekend service is offered on an average of 2.9 hours per day, but 13 institutions reported no weekend library service. Ontario showed the lowest overall average of service hours for the weekdays - 4.2 hours per day. Out of the 9 responding institutions from Quebec, 5 provide no weekend service. The longest hours of weekend service are found in S-1 and S-2 institutions, but these tend to be more inmate-run libraries. S-5 to S-7 level institutions show the highest number of average hours of services per weekday -5.5 to 7 hours.

Human Resources

The responses in terms of staffing gives a very mixed view of prison librarians in Canada. 5 professional librarians and 10 library technicians responded to our survey. The highest incidence of libraries run by a person with some form of library training, either a technician or a librarian, occurs in the province of Quebec. In this province, two institutional libraries are run by M.L.S. graduates and seven are directed by library technicians.

A large-number (13) of Canada's institutional libraries are run by non-professionals or inmates. There appears to be no significant correlation between institutional size or security level and the incidence of a qualified library staff personnel.

In general, library staff report to the responsible Education and Training (E & T) person in the institution. In some cases, it may be the Assistant Warden (A.W) Socialization or Industries, but this person always has E and T as part of his/her responsibility. A few of the institutions have delegated the responsibility to the Head of the School, but the link is still maintained with E & T.



Meetings appear to be held at least on a weekly basis with supervisors. Job descriptions appear to be up-to-date and performance appraisals also seem to be done on an annual regular basis.

64.3% (or 18 of) the respondees are C.S.C. staff and 4 (3 in Quebec and 1 in B.C.) are contract staff. The contract staff tend to be found in the lower level security institutions S-2 to S-4.

16 (or 57.1%) of those who responded reported that the person who runs the library does have responsibilities outside the library. However, 6 of these are responses from staff of S-2 institutions where the library is not their major responsibility. The remaining 10 are evenly distributed in all types of institutions.

Budget

Nationally, the average total 1983-84 budget for the institutional libraries is estimated to be \$9,684.56. The average expenditures, nationally, for the period 1982-83 was \$9,505.33. These averages do not include three institutions, where budgets were included with total E & T estimates or expenditures and extrapolation were impossible.

The regional breakdowns show great variances on budgets. British Columbia shows the lowest average amount at about \$6,000 with Quebec second at just under \$7,000. The Prairies is the highest with an average of \$14,570.00 although Edmonton Institution did not report. Ontario and the Maritimes both report budgets of an average of \$11,000.

S-2 and S-3 level institutions have the lowest budgets available for libraries, and S-4's to S-7's are fairly even, ranging between \$10,000 to \$11,000.



We discovered that the expenditure breakdowns across the country for budgets were, on average, as follows:

- Recreational materials = 33.52% or approximately \$3,201.16
- Reference works = 13.56% or approximately \$1,288.87
- Books/material supporting prison programs = 14.07% or approximately \$1,337.35
- Audio-visual = .78% or almost nothing
- Serials/periodicals = 13.19% or approximately \$1,253.70
- Newspapers = 8.96% or approximately \$851.64
- Legal/law material = 10.30% or approximately \$979.01
- Other (library supplied etc.) = 5.63% or approximately \$535.13.

However, there were problems in collecting these data; 8 institutions could not produce information on recreational materials and 2 reported no expenditures in legal/law materials. There were wide variances, with some institutions spending as much as 89% of their money on recreational materials and others balancing their expenditures more evenly across the board.

Facilities

The average reported square footage of institutional libraries is 1,184.58 square feet with three institutions unable to report. However, there are wide variances, with area ranging from as low as 90 square feet to as high as 3,500 square feet.

75% of the libraries do have reading areas (wide desks, carrels, etc.), but many, when asked to elaborate, felt the facilities available were inadequate and that this was a major source of frustration. Shelving was considered to be



inadequate by 53.6% of respondees. Interestingly enough, crowded conditions force staff to weed their collections at least once a year. Most librarians on the outside are happy to accomplish this task every three to five years.

Lighting does not appear to be an area of contention, with 60% rating it to be excellent to good and 21.4% rating it adequate. However, 5 (or 17.9%), listed their libraries as poorly lit.

Finally, 75% considered their library easy to access and only 6 (or 21.4%) were unhappy about this. It should be noted that 3 of the most difficult to access libraries are in S-6 or S-7 institutions.

Materials

In this section of our survey, we began our enquiry by asking for the number of monographs and serial/periodicals held in the library. We found that on a national basis, the average was 7,731 monographs and 48 periodicals/serials.

The next questions were based on the following rating system:

- 0 - Does not Exist.
- 1 - Exists but it is inadequate or infrequent.
- 2 - Satisfactory.
- 3 - Outstanding.

In terms of material, the majority of library personnel rated their basic public library collection as satisfactory. In French Canada, 4 out of 9 institutions reported an inadequate or non-existent English basic collection. For the Maritimes, Prairies, Ontario and B.C., 2 of the 19 respondees stated that a basic French collection was not available, while 10 others considered theirs to be inadequate.



The highest level of satisfaction, in terms of a basic collection, came from the libraries of the larger institutions, (400-499 inmates). Security level seemed to have no bearing on the quality of a basic collection.

In terms of evaluating hardbound books, paperbacks, magazines and newspapers, most libraries reported their collections to be satisfactory in the official language (English/French) most commonly spoken in their region.

4 out of the 9 responding Quebec libraries claimed they had a non-existent English legal collection. 9 institutions rated their English law materials to be inadequate and 4 of these are outside of Quebec - 2 in Ontario, 1 in the Maritimes and 1 in British Columbia. 5 of the inadequate collections occur in the higher level (S-5 to S-7) security institutions. 11 institutions reported they had no French language legal collection and 3 were in Quebec. Of the 19 responding institutions from English Canada, 8 reported having no French language legal material.

There is no English language educational/vocational support material available in 5 of the 28 analyzed institutional libraries. Two of these are in Quebec. 10 others stated that they felt they were inadequate in this area but seven are in Quebec. Of the remaining 13 institutions, 10 were satisfied with their English educational/vocational support material and 3 went as far as to rate themselves "outstanding".

French educational/vocational support material is not available in 10 institutions and 13 others felt their collection was inadequate. 7 of the "inadequate" collections are found in the province of Quebec. One facility in the province of Quebec did rate its collection in the area to be outstanding.

92.9% of the respondees reported no record holdings and 89.3% stated they did not have any cassette tapes. English job market material is not available in 8 of the 9 institutional libraries in Quebec and the French language information



is considered inadequate. 14 out of the 19 respondees from English Canada stated they held no French language job market material and most felt that the English material was poor.

Services

Applying the same scale as in materials, the libraries were asked to rate the service they offered to inmates. In terms of filing requests, providing advisory services and giving regular or legal reference, over 60% (16) felt they are satisfactory. Legal reference services were considered "outstanding" in about 28.6% (8) of the libraries, but only 4 (15%) felt they were "outstanding" for regular (non-legal) reference.

These figures are interesting when one considers that only 15 of the responding libraries have staff with any kind of library training. It can be noted, as well, that legal reference is very difficult to do properly, so it is interesting that 50% more of the libraries feel they excel in this area as compared to regular reference work. Also, only 4 institutions felt they had outstanding legal collections while 8 claim outstanding legal reference service. It is difficult to provide that level of service with only an adequate on-site collection, although proximity to university law libraries or other factors could be pertinent.

Interlibrary loan (ILL) service is available in 23 of the 28 institutions examined, but 5 of these feel it is an inadequate service. The highest rate of non-existent or poor ILL occurs in the Quebec institutions (7 of 9). Usually, the service is dependent on public libraries and the Quebec public library network is one of the worst in Canada.

As we have noted, there are few audio-visual materials to be found in any institutional libraries, so it is not unexpected that 85.7% of the institution report film showings as non-existent; however, 1 institution in Quebec feels



it is adequate in that area while another states the situation to exist (but inadequately or infrequently). Two B.C. institutions do have film showings and one (an S-2) feels it has an outstanding service.

23 of 28 institutions do not have "book talks". In 14 institutions, photocopying services are not available, but in 7, which appear to be evenly spread geographically and by size and security level, the service is adequate. 3 - 1 in Ontario and 2 in B.C. - consider themselves outstanding in this area; this occurs in an S-7 level, in an S-2, and an S-3 level institution.

As the libraries report to the E & T person in the institutions, it is interesting to note that 7 out of the 28 institutions do not provide support services to Educational programs. Four of these are found in the province of Quebec. 6 others consider themselves inadequate in this areas - 1 in each region except Quebec, where there are 2. 3 of these are in institutions holding over 400 inmates. Of the 13 institutions reporting inadequate or non-existent library support for educational programs, 5 are in S-6 level institutions. The others are S-2, but this is of less concern as these inmates are closer to release and the E & T programs are not as strong.

60.7% or 17 of the institutional libraries feel that the accessibility of their library collection to the inmates is adequate and 6 (21.4%) feel that they are outstanding in this area. The highest level of those using satisfied or outstanding for their accessibility are the larger, 400-499 or 500 plus, institutions. Only two S-6 and S-7 institutions and one S-5 state their situation to be inadequate. Accessibility of services to inmates is considered satisfactory or outstanding in 24 of the institutions and any problems seem to occur in the small sized institutions (up to 200 inmates). Two S-2 institutions and one S-5 rate accessibility of service as non-existent, while one S-7 considers it inadequate.



Three of the institutions rate the relationship between library and other staff to be outstanding, and 13, or 46.4%, feel it is satisfactory. However, 42.9% consider that the understanding or cooperation between library and other staff is non-existent or inadequate. The highest level of dissatisfaction is found in S-2 level institutions. Restrictions on service or materials appears to be problematic in 46.40% or 13 of the libraries and 6 of these are S-5 to S-7 level institutions. Censorship of library material, screening, or restrictive security measures, do not appear to be important issues even in the higher level security situations. Only 3 of the libraries considered mutilation or loss of materials an outstanding problem.

85.7% of the libraries do have catalogues, but many of them do not have subject access or a shelf-list as a permanent record of all library holdings. It is not surprising that 3 of the 4 libraries without any catalogues are found in S-2 level institutions, as S-2's tend to have the lowest occurrence of trained staff.

Additional Information

75% or 21 of the libraries surveyed do collect statistics on their use - usually in the area of the number of visitors per month and the number of pieces circulated per month. Of the 7 libraries who do not collect statistics, 4 are in institutions holding 100 and less inmates and 3 are in those holding less than 200 inmates; 6 of these are S-2 institutions and 1 is an S-3 level prison. The S-2 institutions tend to have more inmate than staff assistance, which might explain why statistics are not collected.

Our question on current awareness tools, such as monthly acquisitions lists, was not well understood by any of the respondees, so we were unable to analyze the response. We also got very little information on future plans in the libraries.



78.6% of the librarians (or 22 of the total surveyed) wanted increased contact with outside libraries and librarians, with emphasis on other correctional librarians. Most seemed to have contact with or belong to library associations and groups.

Our final question allowed the library staff to elaborate on what they feel was important; most of those responding were looking for some centralized direction of libraries either nationally, regionally or both. There was a theme of isolationism in the responses and many used the opportunity to reiterate their desire to have more contact with other institutional librarians.

INTERVIEW ANALYSIS

We have been able to interview five of the institutional librarians - one in Quebec, one in Ontario and three in Alberta. Appendix B is a list of those people interviewed for this study. The predominant theme that is reflected in all interviews conducted is, again, a feeling of isolationism within the institution, Education and Training, and Correctional Services.

The nature of the work of a librarian within a correctional facility is unique. While it might appear, on the surface, to be comparable to a public library, the user or library client is not. Many of the patrons in the institutional library are severely handicapped with basic literacy problems and they require special handling and attention. Most inmates have never used a library and probably will not use one when they are released.

No respect is given to very basic rules, so a circulation system for a prison library is not only what occurs in the library but also may encompass the passing of that same book many times within a living unit. This type of "circulation" may be viewed dimly in a normal public library situation, but an institutional librarian has to balance the fact that material is being read against observing normal library etiquette.



These, among other factors, make being a prison librarian very difficult. In addition, it is common to only have one person run the library with inmate assistance. To give service to inmates when they are free to use a library often means that the librarian is working when the majority of the staff, e.g., teachers and Assistant Wardens, are no longer at the institution. Librarians are forced to make decisions with little support. At the same time, only minimal broad guidelines exist to help the library staff. Library budgets are not high and they are considered a low priority within the institution. Although the library staff are generally respected within an institution, they really have the impression that no "champion" exists to assist them and ensure that they are equitably treated within the system. Institutional libraries are viewed as a small component of the Education and Training program. The librarians may know each other on a regional basis or on a national basis (to a limited extent), but the contacts are usually self-inspired with little assistance from CSC. It is easy to realize that there are many reasons for a prevailing feeling of isolationism.

An important factor that is often referred to is the whole question of classification and the professional requirements to be an institutional librarian. Our survey indicates that the people who are running the libraries have varied backgrounds - ranging from MLS's to library technicians to clerical support with experience. The librarians with the post-graduate degrees resent not having the LS classification normally used in federal government libraries, and they tend to be threatened by the library technicians. The technicians, in turn, feel harassed by what they feel is an elitist attitude on the part of MLS graduates. Clerical level staff vary in their reactions, depending on the number of years of service they possess.

Our interviews indicated that the librarians in English Canada were very concerned about the quality of the French language material, particularly in the legal area; we also learned that the Quebec librarians felt a similar concern for English language materials. Apparently, there have been many



complaints on the basis of official language rights. The librarians quite logically point out that budgets are low and space is limited, so that it is difficult to provide an adequate collection in one language alone.

Audio-visual materials, or lack of them, is another area of great concern, as is the lack of adequate collections to assist inmates with literacy problems. The librarians with whom we spoke felt that improvements were imperative in these areas.

Every librarian made reference to the Nason report and expressed great unhappiness that its recommendations had not been implemented. The report offered great hope to the institutional librarians and the lack of any centralized organization was a major disappointment and source of dissatisfaction. The librarians wished to see, at the very least, the adoption of a set of written library standards applicable to the Canadian situation.

When we conducted interviews at Headquarters, availability of ethnic material seemed to be a concern. The perceptions of the librarians is that ethnic is interpreted as material for native inmates. The libraries have good relationships with the Indian Brotherhood representatives and the collections reflect the links. Some of the more isolated institutions do have problems when foreign language material is required. They receive little assistance, and this has become a serious problem.

Overriding all these other problems is the sheer volume of work that one person is expected to do. In most cases, the librarian works only with some inmate assistance. Inmates are useful to assist in circulation, shelving books and, sometimes, sorting mail. However, they frequently move about or have a changed schedule so that the librarian can be training inmates constantly; thus it is not worthwhile to provide instruction with complicated procedures. As we have said, the clientele of a prison library is unique and they are not the type to



seek out a librarian's assistance voluntarily. When a library is open for service, the librarian must be available to the inmates. This leaves very little time to select and order books, catalogue, meet with other institutional staff, etc. Library staff are concerned about poor quality access to collections, an inability to do all the necessary ordering, and poor support of school programs, but they do not wish to sacrifice hours of service any more.

In several cases, the librarians referred to their concern about personal security. Most, including CSC employees, have received no instruction on how to handle a crisis situation. Some of the libraries are isolated from major exits. Librarians are frequently forced to visit inmates' cells alone to retrieve lost books and they all found this situation threatening and intolerable.

It is obvious, after our discussions, that regardless of educational background, the Canadian prison librarians are very dedicated and most provide services and time beyond what is required.

Literature and Document Review

The Nason report on Institutional Library Services, presented to C.S.C. in March of 1981, covered effectively a great deal of the relevant literature on prison/institutional libraries. Very little has changed since that time and we feel that if we add any detail it would be repetitive.

The Nason report discusses the kind of library that inmates require and this is a basic theme in the literature. Basically, one views the institutional library as similar to a public library, but a public library that is very responsive to its' particular community.

The issue of library standards is very important and our survey corroborates this theme found in the literature. However, American librarians note that the ACA standards are rarely met to the degree they should.



The literature and documents on institutional libraries have a tendency to be a forum for complaint rather than action. The theme of "librarian isolationism" is very evident. The librarians also seem to universally depict themselves as misunderstood by the hierarchy of prison management.

The majority of the literature comes from the United States where library service in local jails is an important theme. While this is interesting, it was not too relevant to our study. Many of the American prisons are very large, with over 1,000 inmates and their problems are magnified beyond the Canadian proportion.

We were unable to locate any material discussing the multi-language problem of Canadian prisons and so, it becomes evident, that CSC is pioneering in this area.

The most interesting factor, from our perspective, is that we were unable to locate practical solutions or alternatives for a national system of institutional libraries. Certainly ideas were presented and the importance of some problems were further emphasized but it is obvious that the evaluation of a good and responsive institutional library service is not just a concern in Canada but internationally, as well.

Appendix C of this report is a selective bibliography of materials we reviewed.



III - CONCLUSIONS AND RECOMMENDATIONS

This section will present the issues relating to institutional libraries that we feel are significant along with the recommendations that we feel may resolve the problems. We have chosen to break down the issues into broad subject areas. We will then link the relevant recommendations to the subject issue or issues that have been discussed.

ISSUE I - HUMAN RESOURCE MANAGEMENT

A number of factors make human resource management an important area of concern.

Classification is a topic that was raised by the librarians and it is also quite frequently discussed in library literature. CSC has not decided what kind of person should run the institutional libraries in Canada; this results in staffing varying from fully qualified librarians to untrained clerks. The ACA standards, which CSC attempts to follow, states that institutional libraries should be run by a person with a B.L.S. or M.L.S. degree. They also recommend levels of library staffing - a minimum of three, for example, for prisons having 100 to 300 inmates.

The librarians with post-graduate degrees feel short-changed within the system, as many feel that the positions require their particular level of training and knowledge. The technicians also feel they have the ability and knowledge to run these libraries. In some areas, such as the Prairies, there is starting to be an evolution of "us and them", with the librarians on one side and the technicians on the other.

There is really no central authority within Correctional Services that has any knowledge of libraries or library procedures. This has resulted in uneven service to inmates, varying catalogues, hours of service, etc. There is no



guarantee of assistance or direction to monitor basic levels of library service. Most of the institutional librarians are placed into their positions with few guidelines and no resources to consult.

There is a very serious morale problem resulting from a feeling of isolationism among the librarians within the institution, the system, and the profession. There is almost a sense of defeat expressed by most librarians; this is tied to their belief that they alone (and perhaps the inmates) attach any value to the work they are attempting to accomplish. This is coupled with the fact that most of the librarians are overwhelmed by the sheer volume of books which must be handled with only inmate assistance. This may explain why attention to prison programs does not seem to receive the attention which they warrant.

Finally, the libraries may be run by a CSC staff person or a contract person. While we acknowledge that it might be easier to hire on contract in the short run, it causes a problem for the librarians and their immediate supervisors. Contract staff receive no training as peace officers, and they are not considered by Wardens and Assistant Wardens as true members of the institutional staff.

ISSUE 2 - COLLECTIONS

It is absolutely essential that attention be given to a basic prison library collection, in both official languages, and that funds are made available to ensure their basics.

In terms of a basic collection, there must be reference tools (dictionaries, encyclopedias, handbooks) in all institutional libraries in Canada. This collection must reflect the literacy problems found among a majority of inmates; this might require, for example, something beyond an Encyclopedia Britannica (perhaps the World Book Encyclopedia, which is normally found in a children's library). The reference area must have a reasonable number of



reference works in French for English Canada or English for French Canada. There should be attention paid to the literacy problem for these materials as well.

A similar standard must be established for the legal collection that should be held in any prison library; this should meet both language and special regional requirements.

Although the Commissioner's Directive now states that audio-visual materials should be found in every prison library, our survey establishes that this is not the case. A decision must be made about obtaining basic A.V. equipment. Most of the librarians felt that the addition of "talking books" would be useful in the libraries, particularly for inmates with literacy programs.

Finally, adult literacy material should be available to assist Education and Training personnel in dealing with the literacy problem. Although most librarians are aware that it would be worthwhile to have materials in this area, they do not have the funds to purchase them or even the time to search out what is appropriate. The same problem also exists with job market material.

Librarians in the institutions in English Canada have had difficulty in ordering French language material and this has contributed to weak language collections.

ISSUE 3 - SERVICES

Catalogues

Most of the libraries have catalogues for the inmates to consult, but they tend to be of very poor quality. In many cases, there are no subject headings assigned; this requires that inmates know the exact title of a book or the exact name of an author to use the catalogue. Shelf lists, which are meant to be a permanent record of the exact holdings of a library, are frequently not



maintained and, therefore, it is quite difficult to establish such things as what is supposed to be in the library or even loss rates. Some libraries, but not all, purchase catalogue cards from outside companies.

Public Service

Circulation and return of materials is considered to be a serious problem within the institutional libraries. Part of the problem is the unique character of the clientele. Another is the lack of cooperation by policy or staff. There is no method to penalize inmates for not returning books and the inmates realize this.

Librarians are expected to retrieve books themselves from inmates' cells without any assistance from living unit officers. This task is very difficult for the librarians, and other prison staff do not appear to be very helpful.

Hours of service are uneven across the country. Many librarians work hours of unpaid overtime to attempt to provide some evening or weekend service. While any organization might require overtime to resolve a short-term problem, it is not an adequate or sensible method of planning. Neither is it a good management practice to depend on ongoing employee good will for service.

Interlibrary loan is a problem for the institutional libraries, as many outside libraries are reluctant to loan to inmates. The prisoners themselves do not always respect the special nature of the ILL, so materials may often be lost or defaced. There is no mechanism to punish inmates in these situations and the libraries find replacing materials to be expensive.

Few of the libraries are able to offer the assistance to Education and Training personnel they would like. Libraries may be removed from the schools or service hours might be compatible. In some cases, the schools have not attempted to establish links either. Without some communication, it is



difficult for the library to have a collection or provide services useful to programs like E & T.

ACQUISITION

There are really two parts to this issue: direction or planning and availability of funds.

As no guidelines on basic collection have to be followed, some libraries may spend close to 89% of all budgeted money on recreational materials while others might dispense their money more equitably. There is no reviewing authority who understands the library and its role well enough to monitor the situation and ensure collections are planned and acquisitions are rationalized.

Funding is very low; \$9,505 per year does not allow very much flexibility. Librarians may wish to diversify and improve collections, but there is little room to manoeuvre. This probably explains the poor quality of necessities like law books.

ISSUE 4 - FACILITIES

The size of the institutional libraries varies. In some cases, there is no place for inmates to do legal research (even if a collection exists). The institutional libraries generally reflect the most crowded conditions we have ever seen.

Guidelines exist for the institutional libraries and are being applied where new buildings or renovations are being applied. The librarians do not feel a part of the planning in this area. It is true that Mr. Nason was consulted by the architect at the time the guidelines were drawn up, but he never actually worked in an institutional library. We believe it would be useful to consult with these who are directly involved.

Libraries are excellent places to hide contraband and the problem is enhanced by over-crowding.



RECOMMENDATIONS

This part of this section contains our recommendations for improving library services in Canadian correctional institutions.

1. We recommend that Headquarters hire a librarian with an M.L.S. (Master of Library Science) degree with sufficient skills to coordinate the activities of the libraries on a national basis.

We recognize that it will be difficult to isolate a permanent person year for this position, but we feel that there are enough tasks that must be accomplished in the short-term; thus hiring via a term or contract would be worthwhile. We feel that sufficient need exists that consultation with the Solicitor General Librarian is not adequate. The Headquarters Librarian would probably be an LS-03 or LS-04 level.

2. We recommend that basic library standards be established for the institutional libraries.

This should be the first task of the Headquarters Librarian. These standards should state basic requirements.

Minimum hours of service should be established encompassing a national policy for evenings and weekends that will best serve inmates.

The library standards should include lists of material that must be found in all institutional libraries. A list of reference tools should be included that will list costs, order information and re-order information (e.g., annuals). It should take into account that major works like encyclopedias have yearly publications to update their contents, but they also become obsolete every 5 to 8 years. A list of a basic French language reference collection for libraries in English Canada should be developed and the same for the English language in French Canada. There should be a few reference works that will be useful to



inmates with literacy problems. This list should provide an estimation of the amount of shelf space required for this collection and any growth that might be expected.

As a legal collection presents a serious problem for the institutional libraries, a similar list, including respect for the official language problem, should be drawn up. However, law librarianship is a very specialized field. Therefore, we further suggest Education and Training approach the Canadian Association of Law Librarians (CALL) and ask them to suggest qualified people who might undertake this job on a contract basis. E and T should also request that the executive of C.A.L.L. review the list before it becomes a part of any policy document. This list should be reviewed by the C.A.L.L. Executive every two years and updated as they see fit. The American Association of Law Librarians has assisted the US correctional service in this fashion.

Guidelines for budget allocations should be a part of this document and this should be useful to the librarians and the Assistant Wardens to whom they report.

3. We recommend that basic procedures be developed for all institutional libraries and that a manual be written outlining them in detail.

As we have stated, most of the librarians are working in a vacuum. Each library has developed unique procedures for repetitive tasks such as circulation, acquisition, serial maintenance, cataloguing, statistical gathering, etc.

Although size and security level differ from library to library, it would be worthwhile if the Headquarters Librarian developed overall procedures for these types of tasks. He/she would write a procedure manual, design forms (i.e., circulation cards) and list basic required tools (i.e., LC subject Headings) for all institutional libraries. By doing this, CSC is assured of a minimal level of equality and consistency. The procedure manual should be written in a way that will facilitate the training of inmates to do some of these tasks.



4. We recommend that CSC re-examine staffing of institutional libraries so that consistent qualifications are found in all institutional libraries.

Classification has become a very serious problem in the libraries. A rift appears to be developing between technicians and librarians.

It is our belief that an institutional library can be well run by a library technician who would retain the SI classification. We also believe that there is a role for graduate librarians, but this will be outlined in another recommendation.

There should be a basic job description written for all institutional librarians and variances should be based on library size, security concerns, etc. This basic job description should be written by the Headquarters Librarian with assistance from CSC Personnel. Every possible effort should be made to ensure that hiring is done on the basis of this job descriptions and that untrained clericals be phased out of the system as quickly as possible.

5. We recommend that every region have a Regional Librarian with a BLS or MLS degree.

From our interviews and survey analysis, we discovered that some very capable librarians exist within the CSC institutional library system. Although they may not agree that their qualifications are excessive for the jobs, we find it difficult to agree that an MLS or BLS is a necessity. Therefore we believe, as stated in the previous recommendation, that the institutional librarian position require only a technician's degree and remain within the SI category. It is at the discretion of a candidate to apply if they have the post-graduate qualifications.

We do feel however, that there is a need for a Regional Librarian holding a B.L.S. or M.L.S. degree. As we have stated, there is some unhappiness over classification - especially among the graduate librarians. We suggest that to



alleviate this problem, to some degree, the MLS or BLS graduates in the region be the first level allowed to compete for the position of Regional Librarian. This position would probably be classified at the LS-02 or LS-03 level. The successful candidate would remain in their institution and take up the tasks of regional librarian. They would continue to supervise, to some degree, their library but they would be given adequate assistance. An assistant could be hired via contract.

The tasks of a regional librarian would be as follows:

- To review standards and relevant documents to ensure that regional input and variations are represented.
- To provide advice and counsel to the institutional librarians within a region.
- To conduct regional library meetings, when necessary.
- To assist in the hiring of institutional librarians within a region.
- To assist in that appraisals of institutional librarians on an annual basis.
- To conduct annual assessments of every institutional library to ensure that basic guidelines are being followed.
- To review the annual plans and budgets for institutional libraries and to comment to supervisors when improvements could be made.
- To act as a communications link between institutional librarians and their region and headquarters.
- To oversee and assist with any national library projects within their region.
- To review job descriptions for any library staff.



6. We recommend that more appropriate staffing levels be maintained in institutional libraries

As we stated several times, the amount of work to be done is far beyond the capability of one person. This has seriously affected the ability of staff to provide programs that will be of assistance to E&T, Socialization or any other programs. Staff are always attempting to balance hours of service with accomplishing onerous tasks.

We recommend that minimum staffing levels be set up as follows:

- Institutions having fewer than 200 inmates would have a clerk from 2:00 - 7:00 daily and offer some weekend service. A library technician should be available 2 to 3 afternoons per week.
- Institutions having a population of 200 to 350 inmates should have a full-time library technician and a part-time clerk.
- Institutions having a population of 350 inmates and up should have a full-time library technician and full-time clerical assistance.

In the case of the smaller institutions, the clerk could oversee the library to ensure circulation procedures are being followed and the ordering, renewals, etc., are being done. The technician's role would be to respond to reference requests, instruct inmates on how to use a library and generally offer minimal professional support.

With the larger institutions, it is hoped that the added clerical assistance would assist in giving improved hours of service. For example, a librarian might work from 10:00 A.M. to 6:00 P.M. daily and a clerk might cover 5:00 P.M. to 9:00 P.M. weeknights and 1:00 P.M. to 3:00 P.M. on weekends. This should allow for better diversification of library services. It should be noted that these staffing levels are lower than those listed in the ACA standards.



It would be preferable that, at least, the head of the library be a permanent CSC employee. However, we have learned that this may not be possible. We strongly suggest that the permanent library positions already in-place be protected as much as possible. Any additions can be filled with contract staff. We feel that this is not the best situation, but it is better than offering no library service. Improved orientation to the institutions should be given.

7. We recommend that all CSC institutional libraries should have a minimum basic adult literacy collection.

The literacy problems of inmates are referred to frequently by the librarians. We feel that the Headquarters Librarian should develop an annotated bibliography of basic adult literacy material, with prices and amount of shelf space required. This should be reviewed by the Regional Librarians for additions or comments previous to release.

This bibliography should be updated at least bi-annually.

8. We recommend that separate budgets be developed for the libraries and that they are reviewed regionally and nationally before they are submitted to Wardens.

Based on guidelines we have recommended, it is possible to see changes in library budgets. Requirements for bilingual materials, basic reference tools, etc., could mean increased demand for money. When one considers that the annual average for fiscal year 1983-84 is \$9,505.33, this is not surprising.

It is hoped, however, that because of the new guidelines, we will not see shrinkage in other areas in the budget library. For example, improving the legal reference collection should not be done at the price of newspapers. The newspapers provide important links to the outside world, particularly for native population, as many of their publications come in this format.



It is important that budgets be reviewed by an experienced professional prior to presentation to the Warden. This should ensure that requests are reasonable and properly justified.

9. We recommend that the libraries prepare an annual plan outlining goals and objectives for the upcoming year.

The libraries seem to be missing direction. Although many of the librarians had ideas of projects they wished to accomplish, they tended not to get formalized. An annual plan, outlining these projects with target completion dates, would serve as evidence to CSC of what could be accomplished within an institutional library. A review, at the end of each year, reporting on achievement/non-achievement of objectives should be carried out.

10. We recommend that consideration be given to developing a catalogue of all the holdings of the institutional libraries.

The quality of catalogues in the institutional libraries is very poor. There are high number of libraries that provide no subject access and many libraries have no permanent record of their holdings.

It could be a mammoth project to rectify this situation now. It should be the task of the Headquarters Librarian, in consultation with the Regional Librarian, to present options for consideration including cost information.

One alternative we have investigated is to use the University of Toronto Library Automation System (UTLAS). UTLAS is a large consortium library system that allows libraries to participate in a shared service. As there are now many participants, UTLAS estimates that a minimum 65% of the CSC library collections will already have been catalogued on the system. This would imply that 65% of CSC material could be catalogued on UTLAS quickly using "derived"



or "copy" cataloguing. This means that a library can verify a record and, if it is appropriate, make a few changes, e.g., location code, to the already established record. Otherwise, a library must perform "original" cataloguing, which is tedious and precision-oriented. In terms of time alone, copy cataloguing can be measured in minutes, while original cataloguing can mean an hour or more per unit.

UTLAS would be willing to take on the cataloguing of materials in Toronto, using perhaps title pages for a basis. They would develop card or microfiche catalogues for the institutions and a union catalogue as well. There would be author, title and subject access to the collection as well as a shelf list. The entire price for the project would be less than \$1.00 a book. However, since the average holdings are 7,731 books in a possible 43 institutions, the price could be as high as \$332,433. However, this would be in total and UTLAS would take care of other costs like labour.

It would also be necessary to plan ongoing additions to catalogues.

11. We recommend that the presently ongoing work on improved facilities receive the full support of Education and Training.

Our survey indicates that none of the institutional libraries that responded to our survey had even the minimum amount of space that CSC guidelines suggest are required. The average size of an institutional library based on our results is 1,184.58 square feet. The guidelines suggest 3,685 square feet for a library serving 240 inmates or less and 4,437 square feet to serve approximately 400 inmates.

Presently, work is being done to have physical changes made in institutions via the Master Development Plans (MDP's). Education and training should offer full support to these efforts.



The minimum space requirements set out in the CSC guidelines are not extravagant and, in fact, they are less than those outlined for similar size U.S. institutions. The recommendations for basic collections and purchase of other materials like AV equipment may be adopted in principle, but as many libraries lack space, there may be no actual way to implement them. In most of the libraries, increases to the existing collections cannot be accommodated.

12. We recommend that institutional library facility planning be done in conjunction with the local librarian.

The MDP's will outline the general areas for the libraries. However, once this has been assigned, the local institutional librarian should play an active role in conjunction with the architects, to plan the interior design/ layout of the library. The librarians feel that they do not play an active role in this type of endeavour and that this results in poorly designed/poorly layed-out libraries.

It may be worthwhile to have the Regional and Headquarters Librarians review the design plans to ensure that sufficient thought has been given to the library.

13. We recommend that each region hold an annual meeting for its librarians and that all Correctional Service librarians meet at least once a year at the Canadian Library Association Meeting.

We have noted that the institutional librarians are suffering from a feeling of isolationism and our final recommendation is intended to help alleviate this problem.

We feel that it would be worthwhile for every region to sponsor, at minimum, one regional meeting per year, coordinated by the Regional Librarians. This would allow for a forum to exchange ideas, discuss concerns and air problems. It would also allow the Regional Manager, Education and Training, an opportunity to meet with the librarians and discuss library concerns from management's perspective.



Many, but not all of the institutional librarians, attend the Canadian Library Association's (CLA) annual conference. The institutions pay for the conference. We feel that all the librarians should attend and that their respective Wardens/Assistant Wardens be made aware of the importance.

AT CLA the librarians are able to attend seminars geared for school, public and special librarians and, therefore, the conference provides an excellent opportunity for professional continuing education and contact. In addition, the major suppliers of library books, equipment etc. are at C.L.A. and the librarians are able to review many types of materials.

We believe it would be worthwhile for CSC to sponsor an additional day at CLA for the institutional librarians. This would provide the opportunity to meet on a national basis. This day would be coordinated by the Headquarters librarian. It would be worthwhile if key CSC figures, such as the Director of Education and Training, participate in this one day meeting. Topics such as library design, library management, new guidelines could be discussed.

The francophone librarians generally attend the ASTED conference. It would be worthwhile to suggest that a Quebec regional meeting be held in conjunction with ASTED and that these librarians are encouraged to attend C.L.A., as well.

APPENDIX A

SURVEY OF LIBRARY SERVICES AND FACILITIES

CORRECTIONAL SERVICE
SURVEY OF LIBRARY SERVICES AND FACILITIES

BASIC INFORMATION:

1. Name of person (and position title) responding to the survey:

_____ (This should be the person providing the major library service)

2. Name of institution: _____

3. Telephone No: Area code _____ Telephone No. _____

Extension (if applicable): _____

4. Type of institution (please check off only one):

- | | | |
|-----------|-----------|-----------|
| S-1 _____ | S-4 _____ | S-7 _____ |
| S-2 _____ | S-5 _____ | S-8 _____ |
| S-3 _____ | S-6 _____ | S-9 _____ |

5. Please Estimate the average inmate population: _____

LIBRARY GENERAL:

6. Please indicate the type or types of Library Service(s) available to the inmate population at your institution (it is possible to check off more than one answer):

- | | |
|--|-----------------------------|
| _____ Permanent on-site collection | _____ Bookmobiles |
| _____ Satellite Collections - in cell blocks or living units | _____ Mail service |
| _____ Cell delivery | _____ Other; please specify |
| | _____ |
| | _____ |
| | _____ |

For the following questions, we are looking for information on permanent on-site collections with some dedicated staff person responsible. If this does not exist at your institution, please put N.A. (non-applicable) as a response.

7. Please list the hours your library is open - including evenings and weekends: _____

HUMAN RESOURCES:

8. Please check off ALL responses that apply:

Does your library/institution have:

A) Yes ___ No ___ A professional librarian or librarians (a person or persons with a B.L.S. or M.L.S.). Please indicate the number of librarian/librarians, job titles, the University at which they obtained their degree and the date of graduation:

B) Yes ___ No ___ A paraprofessional or a Library technician (a person or persons with a diploma from a CEGEP or Community College). Please indicate the number on staff, job titles, the College/Colleges attended and the year/years of graduation:

C) Yes ___ No ___ Non-professional staff (a person or persons without official library training). Please indicate the number of non-professionals, job titles and the number of years of library experience:

D) Yes ___ No ___ Correctional Officer; please indicate how many and what role they play:

E) Yes ___ No ___ Inmate assistant(s); please indicate how many and what role they play:

F) Yes ___ No ___ Other; please specify:

9. A) If there is a head of the library, to whom does this person report? (Job title only):

B) What is his/her title? _____

C) What is the title of his/her supervisor? _____

D) Is the head of the library a CSC employee or on contract?

10. How frequently does the head of the library meet with his/her supervisor?
Please check off one:

Daily: _____

Monthly: _____

Weekly: _____

Less than once per month: _____;
please indicate the average number of
meetings per year: _____

Semi-Monthly: _____

11. A) Does library staff have job descriptions? Yes ___ No ___

B) When were the job descriptions last up-dated?

C) When was the last time library staff had performance appraisals?

12. A) Do any of the library staff have tasks assigned to them beyond the
library? Yes ___ No ___

B) If you responded YES to the previous question, please describe these
duties:

BUDGET

13. A) What was the official budget for the library for the fiscal year 1983-84?

B) What has been your actual expenditures to date in 1983-84?

C) What are your expected expenditures until March 31, 1984?

D) What percentages of the expenditures were allocated for:

Recreational Materials _____

Reference Materials _____

Books/material supporting prison programs (eg. Education and Training) _____

AV material _____

Serials/Periodicals _____

Newspapers _____

Law/legal material _____

Other _____; please specify: _____

E) What additional resources (eg. gifts) have you received to date for this fiscal year (1983-84)?

14. A) What was the budget in the library in the fiscal year 1982-1983?

B) What were your actual expenditures for the fiscal year 1982-83?

C) What percentages of the expenditures were allocated for:

- Recreational Materials _____
- Reference Materials _____
- Books/material supporting prison programs (eg. Education and Training) _____
- AV material _____
- Serials/Periodicals _____
- Newspapers _____
- Law/legal material _____
- Other _____; please specify: _____

D) What additional resources (eg. gifts) did you receive for the fiscal year (1982-83)?

FACILITIES:

15. What is the square footage/square meters of your library?

16. A) Does your library have any reading areas (eg. desks, carrels)?

Yes _____ No _____

B) If you responded YES to the previous question, please describe the reading areas?

17. A) Do you have adequate shelving in your library? Yes ___ No ___

B) If your answer to the previous question was NO, please describe the nature of your problems?

C) When was the last time your collection was weeded?

18. How would you describe the lighting in your library?

Excellent _____ Good _____ Adequate _____ Poor _____

19. Is your library well-situated (easy to access) for the inmates in your institution?

Yes _____ No _____

English French

_____ Other AV material;
_____ please specify:

_____ Other cultural/minority
_____ material; please specify:

22. Services (Remember to use the codes 0 to 3)

_____ Requests filled

_____ Book talks

_____ Interlibrary loans

_____ Film showings

_____ User-oriented readers'
_____ advisory services

_____ Discussion groups

_____ Reference

_____ Photocopying

_____ Legal reference

_____ Other; please specify:

_____ Support for educational programs

23. A) Problems of Service: (Remember to use the codes 0 to 3)

_____ Accessibility of collection to inmates

_____ Accessibility of services to inmates

_____ Lack of understanding and cooperation between library and other
_____ staff

_____ Restrictions on services or materials

_____ Censorship

_____ Excessive screening

_____ Multilication or loss of materials

_____ Restrictions because of security measures.

- B) If you feel we have missed on important problem area or, if you wish elaborate on any listed in part A - please do so:

24. A) Are the books in your library catalogued?

Yes ___ No ___

- B) If the answer is YES - what system is used (eg. Dewey Decimal, LC Subject Headings):

- C) If the answer is NO - how do inmates access the collection?

25. A) Do you have any current awareness or out-reach tools? (eg. Acquisitions lists, brochures) Yes ___ No ___

- B) If the response is YES - please describe:

C) How are inmates made aware of the library when they arrive at your institution?

26. A) Do you collect statistics on library use? Yes ___ No ___

B) If the response is YES, please describe the types collected and frequency:

27. Please describe any programs or future plans you may have to improve the library services within your institution:

28. A) Please describe any contacts you may have with other Federal or Provincial penitentiary library staff:

B) Would you like more such contacts? Yes ___ No ___

Please elaborate:

C) Do you have any contacts with library associations/groups, book exchanges or other libraries? Yes ___ No ___

Please elaborate:

29. Do you have any recommendations or thoughts with regard to libraries on a local, regional or national basis? Yes ___ No ___

Please elaborate:

APPENDIX B

PEOPLE INTERVIEWED



APPENDIX B

PEOPLE INTERVIEWED

Dr. L. Isabelle, Director, Education and Training, Ottawa.

Dr. D.K. Griffin, Chief, Education and Training, Ottawa.

D.A. Simonin, Education and Training, Ottawa.

H. Moore, Chief, Solicitor General Library and Reference Centre.

C. Jutras, Librarian, Federal Training Centre, Quebec.

J. Rodes, Librarian, Collins Bay Penitentiary, Ontario.

Lee MacMillan, Assistant Warden, Programs, Drumheller Institution, Alberta.

Mary Jeanne Geedts, Librarian, Drumheller Institution, Alberta.

David Nakonechny, Coordinator, Inmate Employment, Drumheller Institution, Alberta.

Mr. Squires, Supervisor, Academic, Drumheller Institution, Alberta.

Bob Hanna, Assistant Warden, Industries, Bowden, Alberta.

J. Bloss, Librarian, Bowden, Alberta.

S. Maqubela, Librarian, Edmonton Institution.

R. Wiebe, Assistant Warden, Socialization, Edmonton Institution.

APPENDIX C

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APPENDIX C
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