Library Services for the Aging Population:

An Annotated Bibliography

Shanoor Gulamali

Naveen Malik

Valerie Miller

Daniel Takahashi

University of Toronto
Table of Contents

Overview ................................................................................................................................. 3

1. Senior Library Needs and Services .................................................................................. 6

2. Canadian Perspectives ....................................................................................................... 14

3. American and International Perspectives ......................................................................... 18

Search Strategies ................................................................................................................... 22

Distribution of Group Roles ................................................................................................... 24
Overview

*Each time an elder dies, an entire library disappears.*

- African proverb

In September of 2011, Statistics Canada released its most recent demographic data, and among the figures loomed an undeniable trend: the median Canadian age is steadily increasing (Goodyear, 2011). While Canada's population could exceed 40 million by 2036, the aging of the population is projected to accelerate rapidly, partially as a result of the baby boom generation turning 65 during this span. The number of senior citizens could more than double, outnumbering children for the first time (Stats Canada, 2011). The situation is no different in the United States, where population experts estimate that over 50 million Americans will be 65 or older by the year 2020 (Cheeseman Day, 2010). As the elderly increase in numbers, so will the scope of services they require. Are public libraries ready and willing to accommodate this growing senior cohort? What are the library needs of this increasingly important demographic and what kind of funding is required in order to ensure that they are met?

The age requirement for senior citizen status varies, however many sources point to a common number: 65. The Oxford Canadian Dictionary states that a senior citizen is "an elderly person, especially a person over 65". The term elderly, according to the same source, designates someone who is "rather old; past middle age". The age of 65 is also recognized by many of our social institutions; it is often considered a common age of retirement and is the age at which individuals are entitled to receive full pension benefits in Canada (Turcotte & Schellenberg, 2006). While the meaning of elderly differs in developing countries due to varying life expectancy (World Health Organization, statistics Canada, 2011), for the purpose of this bibliography the majority of the annotated sources shall cover the three
age groups of senior citizens as per Statistic Canada’s reporting standards; that is retired citizens aged 65 to 74 years old, 75 to 84 and 85 and over (Turcotte & Schellenberg, 2006).

Retirement involves an increase in the amount of time available for leisure, and many retirees turn to libraries in search of information, programs, and socialization (Traves, 2005). In order to continue benefiting from the public library into older age, seniors require special accommodation such as a reduction of low and high shelving, increased aisle space for walkers and wheelchairs, stocking a larger number of large-print and talking books, focusing on day-time services, and increasing outreach efforts in the senior community (Traves, 2005). Special partnerships between libraries and organizations can be forged to create new initiatives to better serve seniors’ library needs.

The following annotated bibliography surveys the special service needs of the elderly in libraries and features examples of successfully implemented service changes that significantly improved seniors’ library experiences. With the common objective to overcome accessibility obstacles, these sources include, but are not limited to, improving computer literacy, catering to the homebound, and ensuring alternative book formats are available. This document seeks to outlines national and international perspectives on the library service needs of the elderly including, including existing policies that are calling for change and strategic plans that will make these service changes sustainable in the long run. Nevertheless, the implementation of such services and programs will require funds that may well exceed those of existing operating budgets. The success of such initiatives will rely upon library boards and municipal leaders prioritizing the allocation of funds towards this growing need.
References


1. Senior Library Needs and Services


The third edition of the guidelines developed by the American Library Association focuses on the organizational roles and needs of the elderly. As echoed in other works, the organization identifies the increase of seniors as a growing trend. To satisfy the growing demands of the population, the ALA indicates that leaders and policy makers must contribute both morally and financially to library services for seniors.

Organized into seven categories, the guidelines outline explicit strategies that should be implemented when serving the elderly population. Amongst these policies, the organization emphasizes the importance of libraries to provide an array of resources through various mediums, appropriate lighting and furniture, and expressing sensitivity when interacting with the elderly. In addition, libraries must go beyond the confines of its corners to offer outreach services to those who may not be able to frequent the library. Thus, the ALA seeks to define in great detail what strategies and policies must be implemented to offer strong programs for aging populations.
Careless, J. (2000, October 28). Library to the rescue if you're Web-wary; Training sessions are free, as is online access. Toronto Star.


Although Careless’s article was written over a decade ago, its main topic, the motivation seniors have for learning the skills to be able to be in touch with family and friends, still resonates today. It is mentioned as a reason to offer computer and internet use classes in libraries in the three more contemporary articles. Today’s seniors still want to be able to communicate on the internet on their own and use basic computer applications. These programs are in demand and libraries are places where they can be provided. More noticeably in the later articles is the idea of bridging the digital divide, as the sense of information literacy for seniors is less a “What the heck IS e-mail, anyway?” question (Library to the rescue, 2000) and more of a pressing issue for quality of life, independence and confidence. Similarly, in the later articles these educational efforts in the library are seen as more central to the library’s overall mission rather than being a one-off interesting class for seniors.


Written from the perspective of a boomer library patron, Dempsey seeks to highlight the needs and implications of library services to aging adults. She highlights that there is a growing disconnect between libraries and boomers, who believe that libraries often focus
on youth oriented programs. To amend the situation, libraries must seek to engage
boomers by offering programs and services that appeal to their needs. Dempsey suggests
that libraries must utilize the older demographic as they will not only target a large
audience, but also create services and programming for future generations. In addition to
future programming, the article implies financial opportunities for public libraries through
the engagement of boomers. As the author implies, combined with their high net worth
(the highest among any age group) and willingness to spend, boomers may provide public
libraries with much-needed fundraising money – provided that they are well-served. Thus,
libraries must strive to be a source of information, guidance, and planning for older adults,
or as Dempsey suggests, they will drive the boomers to their local Barnes and Nobles.

NY: Neal-Schuman Publishers, Inc.

This manual is a comprehensive guide for serving seniors, focusing on the particular needs
of seniors and all the steps libraries can take to meet those needs. The manual shows how
libraries can go from developing the initial senior services plan, to building the collections
and programs particular for seniors, all the way to partnering with various organizations in
the community. Honnold and Mesaros also show how serving seniors is beneficial to the
library as a whole, as more volunteers can be drawn to the library, for example, as well as
how teen and children participation in the library can be increased through programs
where they are partnered with seniors. Programs geared toward seniors are detailed with
many concrete suggestions. There is emphasis that libraries must take the necessary steps
to adequately serve seniors, especially the homebound. The guide contains many useful
materials, such as lists of resources for programs for library-residential facilities
partnerships, as well as a questionnaire which libraries can use to easily see if they are serving seniors in outreach projects or in-library facilities. This manual can serve as a practical text for how libraries can integrate seniors.


Established as an initiative across the United States, Lifelong Access Libraries strives to address and make essential changes to the way public libraries classify, design, and provide services to a dynamic and growing population of older adults. Amongst the issues that the blog highlights, is the importance to alter the library as a learning and communal space for boomers. By partnering with different organizations, libraries such as the St. Matthews Eline Library, have been able to develop programs for boomers. These programs have provided the library and community with “an anchor” that has allowed them to flourish. The blog also addresses community members, potential partners, and board members about the importance of developing tools and services for seniors. It suggests that advocacies for these programs are significant due to extended life expectancy amongst aging adults. Thus, “votes, money, and influence” are essential for public libraries to create a strong support system for aging adults.


Similar to Serving Seniors, 5-star Programming is a general guide for libraries on how to serve the aging population. It differs from Serving Seniors in the richness of program details included. In that respect, more general guidelines are offered. However, the unique needs
of the aged are clearly explained with their implication for facilities in the library, especially in the use of computers and technology. There is much practical advice on the formatting of materials within the library, and advice and guidelines for staff that deal with seniors directly. The section on the different approach required in marketing to seniors in terms of content and distribution is also useful, as is the guide to funding seniors programs which can help librarians acquire resources from various groups. The guide also shows the viability of and benefit to seniors and communities such programs can bring by including short reports of libraries that have implemented similar initiatives. These reports describe each library’s program and include information on cost, funding sources, and the preparation required for each one’s success.


Section two of this work illustrates the value of outreach programs amongst boomers. It stresses upon the growing demographic and their desire to have a retirement that is unique from their predecessors. As Mehling points out, boomers are recognized as making an influential impact on society to satisfy their needs. Therefore, libraries must strive to develop new services to meet their wishes. As the article suggests, the programs must be innovative and distinctive from traditional services often provided for the elderly. The positive outcomes of programs such as Senior Housing and Resource Fair can be twofold, as it not only engages older adults, but it also provides libraries with good publicity. In his article, Blanchard implies that the presence of libraries (in the community) allows it to give an accurate impression that it strives to serve seniors in a number of positive ways. In
addition to events, homebound library services provide access to patrons who are physically unable to visit the library. Thus, the programs and initiatives that libraries design must be inventive and reflect the changes and diversity of society.


This short video suggests that like other civic services, public libraries have not met the challenges and opportunities that are presented by the aging population. In order for libraries to meet these objectives, traditional programs must be altered or exchanged with new principles that elicit active engagement amongst seniors to meet their needs and pique interests. At the forefront is the California State Library which has developed new models in providing services to the elderly. Launching the Transforming Life After 50 initiative, the library has encouraged other public libraries to adopt new strategies and programs for seniors. As library consultant Suzanne Flint points out, the traditional idea of services do not match the visions of current boomers, as their longer life expectancy of 30 years allows them to have new outlooks towards their lives. This perspective has influenced older adults to seek many more things from public libraries, including information and resources on financial security, lifelong learning, work and volunteerism, health and wellness, creativity, spirituality, and community. Subsequently, several libraries have found success amongst aging populations through the initiative.

This video highlights a program that promoted information technology literacy to lifelong learners called Project FIT 4 Retirement, which was the result of collaboration between the University of Alabama School of Library and Information Studies department, the Tuscaloosa Public library, and a local senior service agency. Project FIT 4 Retirement, funded by the University of Alabama center for community based partnerships, was a program where students provided information literacy education to seniors in Tuscaloosa County. Students took seniors with little to no knowledge of computers and helped them acquire basic skills and the ability to use them in enriching their lives. The needs of the seniors were greater than they anticipated and seniors expressed how they wanted the classes again. This project can be used as an example of how to improve quality of life for aging citizens through library and community partnerships, for it provided service for the community while giving experience for students, a “win-win” situation according to one University of Alabama LIS professor. Similar projects can reach those seniors who have not been utilizing the library services available to them, and can move information provision services outside the physical walls of the library. After its completion, the project was awarded by the University of Alabama center for community based partnerships.

This is a report by the School of Library and Information Science at the University of North Carolina and its Institute on Aging. This report evaluates the Lifelong Access Libraries (LAL) initiative of Libraries for the Future (LFF) that aimed to transform library services for older adults and seniors. Four centers were evaluated: the Phoenix Public Library, the Allegheny County Library Association, the New Haven Free Public Library, and the Northeast Massachusetts Regional Library System. Summaries of each library include information on community partners, history, and programs offered by the library. Library structure, management practices, and institutional culture, were all investigated to evaluate the initiative’s chance of success. Potential issues were also considered, such as difficulties of sharing library space between the elderly and noisier groups such as young children.

The report concludes that success was highly dependent on community partnerships and internal and external funds. Larger library systems were better able to build partnerships and acquire resources. How a library positions itself in a community (e.g. as a community center) is also critical for the success of these programs (book groups, computer literacy). Libraries must assess community needs, develop effective partnerships and maintain active ‘Friends of the Library’ groups, while handling barriers to the programs in the form of lack of staff, limited space, and untrained volunteers. The institutional resistance when grant funding ran out also presented a notable barrier. This report is useful as a study in actual older adult and senior geared program implementation in libraries, showing its possible costs and difficulties, yet also the benefits it can bring when successful.
2. **Canadian Perspectives**


This 65 slide presentation, delivered during the Congrès des milieu documentaires du Québec conference in Montreal on November 4th, 2010, aims to demonstrate the feasibility of partnerships between the Institut universitaire de gériatrie de Montréal (IUGM) Library and Québec Public Libraries. The IUGM Library believes these joint efforts will enable it to disseminate quality information to the elderly of Québec and their care-takers. The two-part presentation attempts to convey the importance of catering specifically to the elderly in this information age by reviewing the IUGM study’s findings, which focuses on the increasing senior population in Québec and the benefits of library use within this group. They also investigate the main reasons the elderly frequent public libraries, namely to consult newspapers and magazines as well as develop their language and culture. Attia and Veillette identify and criticize certain obstacles that are specific to rural Québec areas such as insufficient transportation options. They proceed to stimulate enthusiasm by exploring examples of thriving existing library accommodation initiatives such as the Charlemagne and Repentigny programs for the elderly and conclude that all Québec libraries can and should establish similar initiatives.

This position statement by the Canadian Library Association is framed as a checklist for Canadian public librarians and delineates the set of guidelines by which these should aim to serve the elderly in their use of library services. The CLA recognizes that at this time, people in the 60 years and over category are underrepresented among library uses and argues that this trend, if unchecked, will have a devastating impact in how the public uses and views Canadian libraries. The document claims that public libraries should mirror the Canadian population as a whole, and provides 30 detailed strategies. These range from ensuring that collections include material tailored to popular senior interests, to methods for promoting existing senior programs and services, to the importance of consulting with external organizations in order to educate library staff and innovate current practices that may not be senior-friendly. The CLA suggests that when followed these guidelines will encourage a greater use of libraries by this growing population, which will in turn improve public opinion of libraries as a whole.


This business proposal from the London Public Library as presented to the City of London outlines a strategic plan to ensure that their services are both inclusive and relevant to London Ontario’s growing aging population. Accounting for demographic trends and projections, this proposal is supported by the library’s existing “Inclusive and Accessible”
strategy. In order to set the plan in motion by the proposed implementation year of 2012, the library appeals for an increase in operating expenditures over the course of the next four years. It justifies this request for additional funding with the projection of a correlating increase in customer count. It argues that a reengineering of LPL’s Visiting Library Services will be necessary in order to meet current and future service needs for senior patrons outside of the library and that this effort justifies the addition of 1.5 library staff to the existing personnel. The proposal determines that the potential financial risks of this initiative are outweighed by the risks involved in not implementing this service change, such as a negative impact on the library’s overall relevancy and the public’s perception and satisfaction with its services. It argues that the payback of this strategic plan will be immediate and ongoing as the population ages.


This extensive 51 page plan outlines the Halifax Public Libraries’ 2007-2008 strategies, which aim to provide the best possible library services to Older Adults. The plan is introduced by an overview of Nova Scotia’s senior population projections, which feature an undeniable growth in numbers due to the baby boomer cohort. The document asserts that now is the time for Halifax Public Libraries to change in order to uphold the Library’s long-established commitments to universal access and lifelong learning. MacKensir et al. identify new trending concepts such as “positive aging”, “aging in place” and “redefining retirement”, all of which are shaping older adults’ perceptions of libraries and the benefits they offer. As there are almost no new homes being built in Halifax and fewer young
families moving to the area, MacKensie et al. reason that the library should aim to tailor their services and a portion of the library’s funding to the aging population. Staffing increases would help to improve the number of services and programs offered in the daytime when seniors are more likely to attend, and while new hires may be costly, the authors insist it will help to prevent volunteer burnout, a major risk factor involved in library service optimization.
3. American and International Perspectives


Queen’s Library. (April 8, 2008). Queens Library Foundation: Helping Seniors Enjoy Life [Video file]. Retrieved from: http://www.youtube.com/watch?v=aTO9gV7Geks


These video recordings consist of library promotional material from three different library systems in the US. They are geared towards specific aspects of their programming and services offered to their senior patrons. The first video by the Fauquier County Public Library in Virginia highlights the lifelong learning partnership that public libraries have created in people’s lives. The second video produced by New York’s largest public library system, the Queens Library, stresses the benefits of the opportunities libraries provide their senior patrons, such as intergenerational programs and a space to develop relationships with books and with other seniors. The third video from the Roxbury Public Library demonstrates how to offer seniors a platform for entertainment using technology such as the Nintendo gaming system and Wii. It focuses on entertainment and on social activities senior patrons can participate in. Although these stories are meant to advertise the respective libraries, they feature seniors’ positive views of the benefits and the impact public libraries have had in their development as lifelong learners. These libraries contribute to seniors’ sense of belonging, of purpose and of enjoyment while adding to their overall sense of emotional and physical wellbeing. Additionally these videos can serve as accountability tools when requesting library boards for funding.

“Library Services to Institutions For the elderly in Sweden” is an account of how municipalities have engaged in funding library services for the elderly (65+) using an approach appropriate to the Swedish model of municipal institutions. According to this report public libraries in Sweden have well-established services and collections for its range of older adult patrons: from those that are mobile and can physically access the libraries to those that are homebound or institutionalized in hospitals and nursing homes. Small libraries are found in the various physical locations where seniors reside or are taken care of. The services they provide are free to seniors and their caregivers as well as to the staff working at these institutions. These libraries are affiliated with a central public library and are often funded by the institutions they serve. This article describes different library solutions that meet the respective needs of the aged and delivers a funding structure. Although the article focuses exclusively on the Swedish municipal and economic model, it provides creative solutions worth consideration for the North American public library culture.


“Lifelong Learning-A public Library Perspective” describes a project developed and implemented by Swan Public Libraries in Australia for the International Year of Older Persons. It is part of a conference proceeding report by Maureen Kahlert. In this section
the author seeks to bring awareness to the statistics of the aging population in Australia, particularly those of the baby boomers, in reference to the educational standards they have achieved. By comparing these statistics, Kahlert endeavours to present an argument towards the high expectations the new aging generation will have when it comes to their educational and technology literacy needs. In this report, Kahlert presents a comprehensive evaluation of the project and concludes with the project’s success in bringing public awareness to issues related to aging and seniors while referring to the role public libraries can play to accommodate them. The report however, fails to notice the cost effectiveness of the project described. The practical ideas proposed through this examination can be used as a model for implementing a senior’s library program at other public libraries.


This paper describes the Danish model of library services to its homebound seniors. Its main focus is the senior population between the ages of 40-100 living in their own homes with some assistance and with limited mobility. The author describes a long-established outreach program that public libraries have been offering their elderly and disabled patrons based on the Danish Social Policy of keeping the elderly in their homes instead of placing them in nursing homes and, based on the Danish Library Act of serving all citizens including the disabled and the ill. One of the features of this outreach program, as illustrated in this paper, is the delivery service of library materials to those patrons that can come to the library but are unable to carry the books home. Another feature is providing patrons with home visitations by a librarian and fulfilling their library requests. Through this program seniors can also have access to materials in various formats based on their disabilities. The
outreach is extended to agencies that serve seniors and the wider public. According to the article a large amount of municipalities in Denmark offer this program free of charge to all senior and disabled patrons. This article is meant to provide a different perspective to a situation public libraries will increasingly be faced with in the near future. The strength of this article lies in the creative ideas it presents to make the library visible in the public sphere and consequently to attract government funding.


This article identifies the growing trend of the aging population in America and its impact on quality library services. Despite the title, this research paper does not address the issue of reference services. It focuses mainly on the existing services to the older adult population at the San Antonio Public Library (SAPL) in Texas. By drawing a comprehensive parallel of these services to the guidelines provided by the American Library Association (ALA) for serving seniors, the author justifies the services provided by SAPL. An additional list of recommendations has been outlined in this paper for implementation by other public libraries. While the article overlooks certain factors such as time, cost and staffing requirements in the development and implementation of the services described, it recognizes the eventual need for library departments serving exclusively senior patrons. The document also reports on the successful attempt, by a public library, to accommodate needs of elder library users into its collections, services and programs while adhering to the ALA guidelines for senior patrons.
## Research Strategy

<table>
<thead>
<tr>
<th>Annotated Source</th>
<th>Search Source</th>
<th>Search strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-star programming and services for your 55+ library customers</td>
<td>U of T Inforum Library</td>
<td>Shelf browsing</td>
</tr>
<tr>
<td>A hub of activity Seniors enjoy facing up to the online world</td>
<td>Summon search (U of T catalogue)</td>
<td>Subjects: libraries, senior citizen, older people; Format: newspaper article; Date: after 2005</td>
</tr>
<tr>
<td>Bibliothèques spécialisées et publiques: imaginer un partenariat au service des aînés du Québec</td>
<td>Papyrus Digital Institutional Repository</td>
<td>Keywords: services bibliothèques aînés</td>
</tr>
<tr>
<td>Brian Loves the Book Club</td>
<td>You Tube videos</td>
<td>Keywords: senior citizens using public libraries</td>
</tr>
<tr>
<td>Business Case; Services to Seniors. City of London</td>
<td>City of London website</td>
<td>Serendipitous discovery</td>
</tr>
<tr>
<td>Canadian Guidelines on Library and Information Services for Older Adults</td>
<td>Canadian Library Association website</td>
<td>Footnote chasing</td>
</tr>
<tr>
<td>Deconstructing Walls: Educating Students for Civic Librarianship</td>
<td>You Tube videos</td>
<td>Keywords: senior library partnership</td>
</tr>
<tr>
<td>Guidelines for Library Services to Older Adults</td>
<td>American Library Association website</td>
<td>Serendipitous discovery</td>
</tr>
<tr>
<td>Librarians as community partners: an outreach handbook</td>
<td>U of T online library catalogue/Google books</td>
<td>Keywords: library outreach seniors</td>
</tr>
<tr>
<td>Lifelong Learning – A public library perspective</td>
<td>Google Scholar/Eric database</td>
<td>Keywords: library services for seniors in foreign countries.</td>
</tr>
<tr>
<td>Libraries offer seniors more than books</td>
<td>Academic OneFile</td>
<td>Subject: elderly libraries; Format: newspapers</td>
</tr>
<tr>
<td>Library Services to the Homebound Elderly in Denmark</td>
<td>Disabilities Information Resources website</td>
<td>Serendipitous discovery</td>
</tr>
<tr>
<td>Library Services to Institutions For the elderly in Sweden.</td>
<td>Google Scholar</td>
<td>Keywords: library services elderly</td>
</tr>
<tr>
<td>Library to the rescue if you’re Web-wary</td>
<td>ProQuest</td>
<td>Publication title: Exact (&quot;Toronto Star&quot;); Keywords: librar* AND senior OR elderly; Date: after 2000</td>
</tr>
<tr>
<td>Title</td>
<td>Source</td>
<td>Keywords</td>
</tr>
<tr>
<td>-------</td>
<td>--------</td>
<td>----------</td>
</tr>
<tr>
<td>LJ Series &quot;PatronSpeak&quot;: What Boomers Want</td>
<td>Google/Library Journal</td>
<td>boomer library wants</td>
</tr>
<tr>
<td>Queens Library Foundation: Helping Seniors Enjoy Life</td>
<td>You Tube videos</td>
<td>senior citizens using public libraries</td>
</tr>
<tr>
<td>Reference Services to Senior Groups in the San Antonio Public Library</td>
<td>U of T online catalogue/Subjects/Library and Information Science/LISTA/Advanced search</td>
<td>libraries OR public libraries OR library services AND seniors OR senior citizens OR elderly</td>
</tr>
<tr>
<td>Roxbury Public Library host “Wii for Seniors”</td>
<td>You Tube videos</td>
<td>senior citizens using public libraries</td>
</tr>
<tr>
<td>Seniors enjoy facing up to the online world</td>
<td>Summon search (U of T online catalogue)</td>
<td>libraries, senior citizen, older people; Format: newspaper article; Date: after 2005</td>
</tr>
<tr>
<td>Service to Older Adults: A Plan for Public Libraries 2007-2008</td>
<td>Halifax Public Libraries website</td>
<td>public library baby boomer plan</td>
</tr>
<tr>
<td>Serving seniors: a how-to-do-it manual for librarians</td>
<td>U of T online catalogue</td>
<td>senior AND librar*</td>
</tr>
<tr>
<td>Transforming Life After 50: An Overview of the California Initiative</td>
<td>You Tube videos</td>
<td>boomer library needs</td>
</tr>
</tbody>
</table>
**Distribution of Group Roles:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Naveen Malik</td>
<td>Ongoing contribution to group Wiki.</td>
</tr>
<tr>
<td></td>
<td>Contribution to source collection.</td>
</tr>
<tr>
<td></td>
<td>Annotating sources for the “Needs and Services” category.</td>
</tr>
<tr>
<td></td>
<td>Editing the draft.</td>
</tr>
<tr>
<td>Valerie Miller</td>
<td>Writing topic overview.</td>
</tr>
<tr>
<td></td>
<td>Annotating “Canadian Perspective” category.</td>
</tr>
<tr>
<td></td>
<td>Assembling each members’ work into a single document and formatting it, incl. pagination, table of contents</td>
</tr>
<tr>
<td></td>
<td>Editing the draft.</td>
</tr>
<tr>
<td>Daniel Takahashi</td>
<td>Contribution to group Wiki.</td>
</tr>
<tr>
<td></td>
<td>Annotating sources for the “Needs and Services” category.</td>
</tr>
<tr>
<td></td>
<td>Editing the draft.</td>
</tr>
<tr>
<td>Shanoor Gulamali</td>
<td>Liaison between group and the instructor.</td>
</tr>
<tr>
<td></td>
<td>Ongoing contribution to group Wiki.</td>
</tr>
<tr>
<td></td>
<td>Contribution towards source collection.</td>
</tr>
<tr>
<td></td>
<td>Annotating sources for the “American and International Perspectives” category.</td>
</tr>
</tbody>
</table>