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YOUNG ADULT PUBLIC LIBRARY
SERVICES IN SOUTHERN NEW JERSEY

By
Lesa Keener

A thesis

Submitted in partial fulfillment of the requirements for the
Master of Arts Degree of
The Graduate School
at
Rowan University
May 2004

Approved by.

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ABSTRACT

Lesa Keener
YOUNG ADULT PUBLIC LIBRARY
SERVICES IN SOUTHERN NEW JERSEY
2003/2004
Dr. Marilyn Shontz
Master of Arts in Public Librarianship

In 1995 the *National Center for Educational Statistics*, conducted a survey on young adult librarianship entitled, *Services and Resources for Children and Young Adults in Public Libraries*. The survey showed that while 23% of the patrons that used public libraries were YAs, ages 12-17, they lacked librarians, services, resources and areas designed specifically for their age group. The researcher conducted a 2004 survey based on the NCES 1995 study to compare results to see if there were any improvements. The researcher e-mailed 84 descriptive surveys to public library members of the SJRLC and NJYAC, the responses totaled 38, or 45%. The results confirmed that there were minimal changes in the amount of YA resources, services and librarians from the 1995 study. The major differences between the 1995 and 2004 studies were the rise in the availability of PCs, which jumped from 30% (1995) to 79% (2004), the absence of libraries that conducted community outreach and in-house programming. Another difference was the perceived barriers to YA use. Respondents switched from internal problems (1995) such as insufficient staff to external reasons (2004) such as lack of knowledge of YA services.

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CHAPTER I

STATEMENT OF THE PROBLEM

Significance of the Topic

In 1995 The National Center For Educational Statistics (NCES) found that YAs, ages 12-18, comprised 23% of public library patronage (*Services*, 1995, p.2). Regardless of this fact, few public libraries then had young adult librarians, areas, programming or computers. The reasons varied from budgetary concerns to administrative concerns and staff apathy. The truth appears to be that while young adults were using the library they were not being offered services at the same levels as children, under 12, and adults, over 18. Patrick Jones explained the necessity of YA services in his "How to Manual", *Connecting Young Adults and Libraries*. He stated that young adults need libraries to learn technical and literacy skills, as well as a place to have positive interaction with adults (Jones, 1998, p. 72).

As early as 1985 library literature supported the fact that libraries did not perceive young adults as routine library users regardless of statistics. In 1985, *Library Journal* published an excellent article by Barbara Razzano (1985) called *Creating the Library Habit*. Razzano discussed her study in 1982 of patrons of 31 New York State public libraries. This survey was conducted by in-house interviews by the librarians in the

participating libraries with a final count of 1,240 completed surveys. The survey showed that 75% of the adults surveyed became library users before the age of twelve. Of these respondents 95% used the library in their young adult years, ages 14-21, a figure that Razzano replied “shocked” librarians (p. 111). Razzano called this the “pyramid effect” (p.114). Children that use the library become young adults who use the library and finally adults who use the library. A life-long library patron is not only likely to introduce their own children to the library at an early age they will be more apt to support the public library when they become taxpayers in their community.

It is not only important for the public library to increase young adult services to enhance its services; it also benefits the young adult and his/her community. In 2002 the United States Department of Health and Human Resources published a “Statement of Principles” through the Administration for Children and Families (ACF) on positive young adult development (“*Towards*,” 2002). The statement suggested that communities could produce productive positive adults by providing young adults with supportive environments, adult mentoring and skill building. The benefits can prevent a young person from being influenced by negative peer pressure, behaviors and activities. While the public library was not listed as a young adult source in the statement, it illustrated that public libraries did have the resources and criteria to be a positive influence on youths.

By providing young adult collections, spaces, programming and conducting outreach, public libraries can be a positive and attractive part of the community that young adults will want to be involved in. Young adult library patrons need to feel connected to the public library in their community. The public library needs young adults

simply because we need to serve their needs as we would any other patron population in the community.

Purpose

The purpose of this study was to determine if the research results compiled from the NCES 1995 study, *Services and Resources for Children and Young Adults in Public Libraries*, reflect what was happening in today's public libraries in Southern New Jersey. The NCES study (Services, 1995, p. 37-59) concluded that young adults were not receiving the same level of services as adults and children under the age of twelve in public libraries. The National Center for Educational Statistics found that young adults, ages 12-18, comprised 23% of public library patronage. Regardless of this fact few libraries had programming, spaces, collections, librarians and/or technology designated specifically for young adult patrons. The 1995 NCES study revealed that only 11% of the libraries they studied had young adult librarians, 14 % had young adult programming and only 30% had computers in their children's or young adult areas. This study focused on finding out if public libraries in 2004 were serving their young adult patrons more equitably.

Research Questions

1. Does the library have a librarian hired to specifically to work with young adults?
What is his/her title? If not, whose responsibility is it to conduct young adult services?

2. In the librarian's opinion, do the YAs in their community utilize their public library?
If not why?
3. Does the library have a young adult collection? If yes, are the materials housed in a separate distinct section?
4. Does the library contain resources geared for YAs including career information, computers, videos, audio recordings and/or periodicals? If their library does contain any of these resources are they readily available for young adults to use?
5. Does the library offer services geared towards YAs including homework help, reference assistance, interlibrary loan, reading lists and advisories, workshops, pathfinders, summer reading, computer classes, young adult advisory committee, computer access and/or booktalks?
6. Does the library cooperate with local schools and youth organizations to either do outreach or in-house programming?

Definitions

Public library: A noncommercial library often supported with public funds, intended for use by the general public (ODLIS: 2002.).

Young adult librarian: A librarian responsible for developing and providing services and collections for young adults. The librarian may be a staff member of the adult or children's services department or of a separate young adult department (Young, 1983, p.245).

Children's librarian: A librarian responsible for developing and providing services for children (Young, 1983, p.245).

Typical week: A week that is neither unusually busy nor unusually slow. Not including holiday times, vacation periods and weeks when unusual events are taking place in the community or library. A week in which the library is open regular hours (*Services*, 1995, p.121)

Young adult section: For the purpose of this study an area of the library devoted specifically to young adult materials and services.

Separate young adult area: For the purpose of this study a room distinct from other library areas specifically designated as a young adult space. Separated by walls or partitions from other library areas.

Young adults: youths between the ages of 12-17 (Chelton, 1989, p.224).

For the purpose of this research the abbreviation YA will be used interchangeably with young adults.

Patron: Any person who uses the resources and services of a library, not necessarily a registered borrower (ODLIS, 2002).

Booktalk: An event, usually scheduled in a library, bookstore, or educational institution, at which the author, a librarian, or other interested person discusses a book and reads excerpts from it to encourage readership and promote reading in general (ODLIS, 2002).

Collection development: The process of planning and building a useful and balanced collection of library materials over a period of years, based on an ongoing assessment of the information needs of the library's clientele, analysis of usage statistics, and demographic projections, normally constrained by budgetary limitations. Collection development includes the formulation of selection criteria, planning for resource sharing, and replacement of lost and damaged items, as well as routine selection and deselecting decisions (ODLIS, 2002).

Librarian: A professionally trained person responsible for the care of a library and its contents, including the selection, processing, and organization of materials and the delivery of information, instruction, and loan services to meet the needs of its users (ODLIS, 2002).

Life-long library patrons: For the purpose of this study a patron who continues to use the library from childhood to old age.

Pathfinder: A subject bibliography designed to lead the user through the process of researching a specific topic, or any topic in a given field or discipline, usually in a systematic, step-by-step way, making use of the best finding tools the library has to offer (ODLIS, 2002).

Computer: For the purpose of this study a PC provided by a public library to be used by the public to access the Internet and view CD-ROMs. In this study PC will be interchangeably with computer.

South Jersey area: For the purpose of this study this area consists of Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester and Salem Counties (South Jersey Regional Library Cooperative, 2003).

NJYAC: The New Jersey Young Adult Conference is a listserv for New Jersey librarians interested in young adult librarianship.

(South Jersey Regional Library Cooperative, 2003)

Young adult programming: For the purpose of this study planned and supervised activity designed for and attended by young adults. This includes leisure and educational activities.

Homework center: For the purpose of this study a time and or area that is put aside specifically by the library for young adults to do homework. Someone, a volunteer, hired help or librarian, is secured to help YAs with homework

Outreach: Library programs and services designed to meet the information needs of users who are not served or underserved (ODLIS, 2002).

Assumptions and Limitations

This research project assumed that an increase in young adult services in public libraries would benefit the young adult population and their communities. The researcher also assumed that the respondents surveyed would provide accurate and useful information on their activities relevant to young adult library users.

This study was limited to public libraries in South Jersey. While the researcher accessed a membership list of the South Jersey Regional Library Cooperative and posted to a listserv, NJYAC, the researcher understands that not all South Jersey Libraries may have been contacted. This study also did not include South Jersey libraries without access to e-mail as this was the primary form of contact.

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CHAPTER II

REVIEW OF THE LITERATURE

The publication of the NCES studies *Services and Resources for Children and Young Adults in Public Libraries* (1995) was not the National Center for Education Statistics (NCES) first foray into young adult statistics. In her article *The First National Survey of Services and Resources for Young Adults in Public Libraries*, Chelton discussed the results of the 1989 NCES survey (Chelton, 1989). In the fall of 1987, the NCES mailed surveys to a national probability sample of 846 public libraries. They had a response rate of 98%.

The findings, posted in 1989, concluded that one in four public library patrons were young adults. Even with this quantity of YAs using public libraries only 11% of the surveyed libraries had librarians who worked exclusively with YAs. The breakdown of position titles for librarians who worked with YAs was 45% generalists, 22% adults, 12% children's, 11% YA, 5% reference and 3% adult (Chelton, 1989, p. 227-228). Chelton remarked that since so few librarians were YA librarians a survey of library generalists would have the most genuine result (p. 229). In the same survey it was noted that 84% of the libraries had some sort of YA collection, which was comprised of 90% books, with the most being paperbacks (Chelton, 1989, p.229).

YA librarians, or equivalents, were also polled on their perceptions of YA use in their libraries. According to the librarians the most used resources for YAs in their libraries were study spaces, career information and reader's advisories. While after school homework was noted as the number one library use for YAs, only 51% offered homework assistance (Chelton, 1989, p.228). This may be why "lack of services" was among the three main barriers to YA usage. In the librarians' opinions the three main barriers for YA library use were conflict with extracurricular activities, lack of interest in library services and lack of services (*Services*, 1988, ¶ Barriers To Young Adult Use).

In 1995 the National Center for Education Services conducted a similar study on YA library services (*Services*, 1995). The NCES did a probability sample of 890 public libraries. The survey was completed in August 1995 and released in 1996 for the public. Unfortunately the statistics for YA librarians had changed little. The population of YAs in public libraries decreased slightly since the 1988 study from 25% to 23%. Since the publication of the 1988 NCES study the number of libraries that employed librarians exclusively to work with YAs, 11%, stayed the same. The 1995 study listed two alternate titles for YA librarians, children's and youth. The results of the study were 39% of the respondents listed children's librarian as their title and 24% youth librarians. The 1995 study did not include generalists as a title choice. Of these positions the average time engaged in YA services was 22% of their time, with 55% of their time engaged in children's services (*Services*, 1995, p. 6-9).

Of the surveyed libraries 58% had a separate YA room or area. Of the libraries that did not, 15% kept their materials in the children's areas, while an almost equal number 16% kept their materials filed in the adult areas (*Services*, 1995, p.37). While

young adults ranked computers as their number one necessity, the computers were not likely to be located in the YA areas (p.39). The NCES study observed that libraries that employed a YA librarian were more likely to have computers specifically for YAs. Of the libraries that employed a YA specialist 35% had YA computers, while libraries without a YA specialist had less, 20% (p. 43).

The 1995 NCES study also noted that libraries employing YA Librarians were more likely to have a YA budget line, keep YA statistics and twice as likely to attend staff meetings with local school systems. These libraries were also more likely to have 10 out of 11 resources checked in the survey (*Services*, 1995, p.49). Of the libraries surveyed 60% hosted class visits, 58% made interlibrary loans available for YAs and 40% visited the local school systems. Unfortunately only 29% met with school officials and 17% shared automation (p.52).

The surveyed librarians perceived the barriers to good YA service as: 74% conflict of extracurricular activities, 38% lack of interest in library services, 31% lack of knowledge of library services, and 13% lack of transportation. Internal problems perceived as overwhelming were insufficient services (61%) and staff (58%) (*Services*, 1995, p.53-54).

Other Young Adult Studies

Other surveys on YA library services have been conducted besides the NCES studies. In 1992 the Young Adult Library Services Association (YALSA) conducted a survey of their members (Latrobe, 1994). The 300 respondents were randomly selected and mailed questionnaires. The survey respondents, of which 202 completed the survey, were both school and public libraries with the majority being public libraries. The

response rate was 66%. The researcher surmised that because YALSA was created specifically as a resource for young adult librarians that the resulting statistics would be higher than the NCES. They were, but not as high as expected. The survey reported that only 16.6% of the survey respondents were solely young adult librarians. Also, only 35.3% of the surveyed librarians spent 50% of their time on YA services and the rest a considerably lower amount of time (p.238). Only 11% of their members who answered the survey had young adult programming in their libraries. Latrobe found these statistics comparable to the NCES study, but expected them to be higher.

Another survey (Winston & Paone, 2001) was conducted in 1999 using public librarians as participants. Questionnaires were mailed out to all head reference librarians in New Jersey public libraries on YA reference issues. Winston mailed out 454 questionnaires and received 256 back or 56.3%. The last question asked for the librarian's philosophy on answering YA information or book requests. The answers to chose from were, "Show the YA how to find the information, Depends on the situation, or Find the information for the YA". The majority (57.4) answered that they show YAs where their materials are, 27.7 % replied that it depended on the situation, and only 14.8% declared they found the information for the YA. To the researcher this sums up the attitude of librarians that YAs are different from other patrons. Librarians would not refuse to look up materials for an adult because he should learn to do it him or herself (Winston & Paone, 2001, p.46).

Two surveys, Meyers (1999) and Bishop and Bauer (2002), surveyed young adults on their perceived library needs. Meyers (1999) financed by the DeWitt Wallace-Reader's Digest Fund, interviewed YAs in ten major United States cities. She interviewed

YAs in libraries, community centers and in the streets to find out what they wanted and needed in their public libraries. Bishop (Bishop & Bauer, 2002) conducted a survey of public librarians and young adults in Florida. Bishop used several methods including interviews, handouts, focus groups and e-mails. In their first survey (Bishop & Bauer, 2002, p.38) did not have a good response (30%) and were told in a few follow-up calls that libraries did not want to identify themselves as not having YA programming. Bishop decided to visit the public libraries that completed her ten best surveys, interview the librarian, and hold two focus groups with YAs.

Meyers (1999, p.43) found that while a majority of the urban public libraries in her study had an adult and children's section, only 60% had young adult areas. Only three libraries in her study had a young adult area in a separate room. The study noted that YAs see themselves in an awkward position in the library world. They were either shushed by adults in the adult section or had to contend with screaming babies in the children's area. A YA room designed for them was a priority for YAs (p. 43).

The one segment of technology that YAs crave, the PC, was in short supply as noted in studies the researcher perused. Meyers (1999, p. 43) not only found a lack of computers in libraries for YAs, but 75% of the YAs complained that the PCs the library had were slow and out-of-date. All of the YAs in her study complained of short computer appointments and long lines to wait for a computer to become available.

Bishop and Bauer (2002) found that the Internet took the YA number three spot when the survey results were returned. Bishop and Bauer ranked services on a scale of 1 to 20 with 1 being the highest. Interestingly the librarians in this survey ranked Internet as priority number one (p. 40). Library literature perused by the researcher demonstrated

that homework help was large component of YA services. Homework help for YAs was not only composed of tutoring help, but also included tables to work at; instructions for information retrieval, and computer access. In Bishop and Bauer's study (p. 40), librarians ranked research as number 3 and homework help as number 6, while YAs rated research as number 1 and homework help as number 12. The researcher believes that YAs and librarians answering the survey in Bishop and Bauer's study (p.42) may have interpreted the term research to mean Internet related activities and the term homework with non-computer study methods such as books and paper. This would explain why research ranked number one among YAs in this particular study.

In Meyers' (1999) study, YAs saw lack of computers and multiple copies of school assigned books as major obstacles in completing homework assignments. They related how waiting for a computer, both loading and line waiting, along with waiting for a book turned them away from library use. Meyers' YAs also perceived librarians as intimidating and uninterested in helping them with homework questions (p.43).

Summary

In conclusion, the two studies on young adult library use conducted by NCES have exposed perceived problems with YA public library service. The 1988 study, *Services for Resources for Young Adults in Public Libraries*, illustrated the need for improved YA services in public libraries. The follow-up study in 1995, *Services and Resources for Children and Young Adults in Public Libraries*, unfortunately did not reveal a rectification of the problem. Other library studies supported the NCES surveys

results that YAs, though continuing library patrons, receive services that were not equivalent to those of other age groups.

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CHAPTER III

METHODOLOGY

Overall design and justification

In 1988 (*Services, 1988*) and again in 1995 (*Services, 1995*), The National Center for Education Statistics conducted surveys specifically about YA services in the public library. The Center felt it was necessary because they believed that YA statistics were getting lost in their yearly updates on children's services. They believed that it was important for YAs to have a voice in library business and the first step was to distinguish their needs separately from those of children and adults who used the library. The conclusions of both surveys were that while young adults made up a significant percentage of the library population, services to them were not an integral part of the library's services. The literature review revealed that other researchers have also come to the conclusion that YAs have been "short changed" in library services. This research investigated if this was still occurring in South Jersey public libraries.

Statement of Purpose and Research Questions

The purpose of this study was to repeat parts of the studies conducted by the National Center for Education Statistics in 1988 and 1995 on young adult library services in public libraries. The researcher wanted to see if there had been an improvement in

in public libraries. The researcher wanted to see if there had been an improvement in young adult services since the two surveys were conducted. The questions of interest included questions on YA staff, resources, services, outreach and programming. The researcher also explored the YA librarian's view on YA use barriers.

Research Questions

1. Does the library have a librarian hired to specifically to work with young adults?

What is his/her title? If not, whose responsibility is it to conduct young adult services?

2. In the librarian's opinion, do the YAs in their community utilize their public library?

If not why?

3. Does the library have a young adult collection? If yes, are the materials housed in a separate distinct section?

4. Does the library contain resources geared for YAs including career information, computers, videos, audio recordings and/or periodicals? If their library does contain any of these resources are they readily available for young adults to use?

5. Does the library offer services geared towards YAs including homework help, reference assistance, interlibrary loan, reading lists and advisories, workshops,

pathfinders, summer reading, computer classes, young adult advisory committee, computer access and/or booktalks?

6. Does the library cooperate with local schools and youth organizations to either do outreach or in-house programming?

Population and Sample

The population for this study was public libraries in southern New Jersey. Part of the sample was gathered from the membership directory of the South Jersey Regional Library Cooperative (SJRLC) web site, an organization of libraries in South Jersey. To qualify a library must have been a public library located in South Jersey, have a permanent location, have an organized collection that is accessible to its patrons, a professional staff and a fixed purpose (*South*, 2003).

Since the SJRLC directory also lists school, special and institutional libraries, the researcher first searched the SJRLC's membership keyword database for libraries that contained the word public or county. The researcher was then able to peruse the alphabetical database to find out if any pertinent libraries were missed in the initial search. The researcher also checked county library web pages to record all individual branch libraries separately. Finally, the researcher contacted the New Jersey Young Adult Listserv (NJYAC) for any YA librarians in the South Jersey region who would like to be included in the study. Contacting the listserv meant that South Jersey libraries that were not members of SJRLC were notified of the study. The sample contained eighty-four libraries (see Appendix A). Only public libraries were used in this study. The researcher

chose this geographical area because it was a familiar one. The reason that the researcher chose to use the SJRLC's membership directory instead of specifically targeting libraries with young adult services was that by surveying all libraries in South Jersey, libraries that conducted young adult services without publicly acknowledging that they did would also be contacted.

Variables

The two main factors in the study were the status of the young adult librarian, or equivalent, and YA services offered by the individual public libraries. The dependent variable was the status of the librarian in charge of YA services, how many YA staff members were employed, job title and percent of time spent in library services.

The independent variable's purpose was to extract information on the library's degree of young adult services. These variables were YA space, YA collections, availability of YA services, availability of YA technology, amount of YA outreach and YA in-house programming. The questionnaire (see Appendix B) also included perception variables. These were the perceived numbers of YA patrons per library, waiting time for YA service or technology and barriers for YAs in public library use.

Method of Data Collection

The researcher chose to conduct an e-mail questionnaire in order to reach the largest numbers respondents. A descriptive survey was chosen on the advice of Powell, the author of *Basic Research Methods for Librarians* (1997, p.58), who stated that descriptive surveys were better suited to researching population characteristics. To conduct this study the researcher did a purposive e-mail survey (see Appendix B) to

eighty-four libraries by contacting all the public libraries defined in the sample. The researcher addressed the questionnaires to the librarian in charge of young adult services. It was assumed that it was uncommon for libraries to have a position entitled Young Adult Librarian. If the library surveyed did not have that specific position the researcher requested that the librarian who had the most contact with young adults, either through personal contact or collection development in their library fill out the questionnaire.

A weakness of this method was that the researcher missed any libraries not affiliated with the South Jersey Regional Library Cooperative or NJYAC. Another weakness was the use of e-mail surveys. While the e-mail method allowed the researcher to reach the large number of respondents, not all the librarians may be comfortable with electronic questionnaires or even have e-mail systems. Also by sending e-mail questionnaires the researcher avoided one on one contact that may result in bias and the nature of e-mail reduces respondent's anonymity.

Questionnaire

To conduct this survey the researcher based the questionnaire (see Appendix B) on selected items from the 1995 NCES young adult library use survey (*Services*, 1995, p. 121-123). As the questionnaire was e-mailed to respondents the questions were modified to be electronically friendly. Closed questions were used with checklist responses to make e-mail replies easier for participants. Factual questions were used to find out information on the library and librarian filling out the questionnaire. Opinion questions were used when the response could not be measured by objective data such as perceived YA use or computer waiting times. Questions 8 and 9 included a Likert scale in their

checklist to measure time, amount, weekly, monthly or yearly, that libraries conducted outreach and in-house programming. Where appropriate No and N/A responses were included for participants without a suitable answer. The last question was an open-ended personal opinion question designed to elicit multiple results deemed important by the researcher. The researcher e-mailed the questionnaire to the sample in the first week of February 2004. After two weeks the researcher sent out a reminder. The following week a last reminder was e-mailed to the public libraries that had not replied. All results were received by late March and tallied in the first week of April.

Reliability and Validity

To develop the questionnaire the researcher first studied a NCES survey on young adult library use in 1989 then perused the updated version in 1995. The questions in the survey were based on these mailed surveys. The researcher pretested the questionnaire in December with three individuals, a MLS librarian in a university, a library assistant who performs young adult programming and a young adult librarian. After making pertinent changes the questionnaire was considered adequate for its purpose of eliciting information on young adult public library staffing and services.

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CHAPTER IV

ANALYSIS OF DATA

Response Rate

On February 5th the researcher e-mailed half of the surveys and the other half on February 7th. The e-mail addresses were retrieved from the South Jersey Regional Library Co-operative's membership list. (see Appendix A). If the e-mail addresses were found to be incorrect the researcher accessed the library's web page and sent the e-mail to the appropriate e-mail addresses. The researcher attempted to find a general e-mail address on the library web sites instead of the addresses of specific branch manager or directors. The reason was that the researcher found in the original 1995 study (*Services*, 1995, p. 37-59) that the majority of YA librarians were generalists and believed that these addresses would yield the most results. The researcher received 19 responses by February 12th these included: 4 on February 6th, 3 on February 7th, 6 on February 9th, 2 on February 10th, 2 on February 11 and 2 on February 1st. The researcher also found that one public library no longer used e-mail, while one library declined to be part of the survey.

On Sunday February 15th the researcher conducted a second e-mailing to South Jersey Public libraries that did not respond to the original survey. The researcher used library web sites to send e-mails to library reference departments in hope that the e-mails would not be deleted as spam. The researcher also posted a request for survey participants on a new listserv for New Jersey young adult librarians

called NJYAC and received 10 immediate replies. Unfortunately all of the responses were public libraries outside of the South Jersey area. The researcher sent a directive to NJYAC thanking the librarians, but restating that only South Jersey Libraries could be used in the research study. The researcher received 6 responses by e-mail; February 23rd these included: 3 on February 15th, 2 on the 17th and 1 on the 23rd. On February 15th the researcher received three requests via NJYAC to participate in the survey that were within the survey locale. They were e-mailed surveys and returned them by February 16th.

On February 25th the researcher conducted a third attempt by sending e-mails from the Atlantic County Library System mail service in hopes that South Jersey libraries reluctant to answer a personal e-mail account would reply to a business e-mail account. The researcher received 10 responses by February 28th including; 5 on the 25th, 3 on the 26th, 1 on the 27th, and 1 on the 28th. The researcher was also sent a list of 6 fax numbers sent from a reference librarian for a system that only had one e-mail address for their main office. No responses were received from the 6 faxed requests.

The researcher received 38 responses from the original mailing list. This resulted in a response rate of 45%. While disappointed that the percentage was not higher the researcher was satisfied that there was an adequate response rate to complete the study. The researcher was impressed by the quick response received by posting to the listserv NJYAC, which was not formed until after the researcher's project began. The problem was that the libraries that replied did not meet the survey criteria or wrote that they already received the survey. The researcher also received a

complaint about multiple e-mails. In the first survey the surveyor sent e-mails to the SJRLC membership or general e-mail, while the second e-mailing was dispatched to the reference department. The researcher was informed personally that in small branches these are generally areas performed by the same person and they received more than one mailing.

Presentation of Results

The questionnaire conducted by the researcher compared the results of the *Services and Resources for Children and Young Adults in Public Libraries* survey conducted in 1995 by the *National Center for educational Statistics* (“*Services*”, 1995, p. 37-59). The first research question established the presence of a librarian with the title young adult librarian. The 1995 survey concluded that while two out of every three libraries had a children’s librarian, only 11% employed a young adult librarian (“*Services and*”, 1995, p.37). The researcher’s 2004 survey respondents recorded 6 librarians (17%) with the title, young adult librarians. Adult librarians were responsible for the least amount of young adult responsibilities with 8%. The number of children’s librarian’s and generalists is estimated at 30% and 35% due to respondent’s use of multiple answers in these categories. The researcher allowed participants to check as many titles as applicable; therefore it was common for participants to check off more than one answer. The reason given that more than one librarian was responsible for young adults in their library. Therefore the results equal more than the number of participants. Table 1 relates this information.

Research Question #1: Does the library have a librarian hired to specifically to work with young adults? What is his/her title? (N=36)

Table 1

Number and Titles of Librarians Responsible for YA Services, Activities and Resources

| Title: | Number of Librarians | | |
|----------------------|----------------------|---|---|
| | 1 | 2 | 3 |
| Children's Librarian | 11 | 1 | |
| Adult Librarian | 3 | | |
| Reference Librarian | 6 | | |
| Generalist | 12 | | 1 |
| YA Librarian | 6 | | |

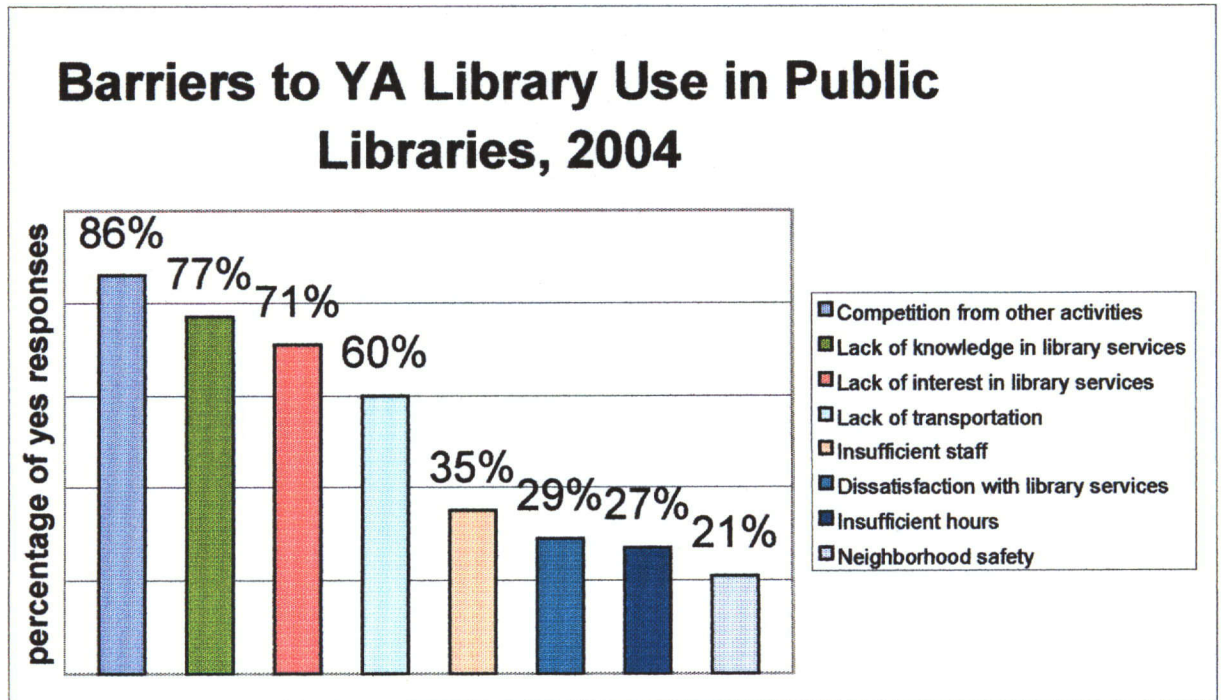
*Participants were encouraged to identify as many librarians as applicable, therefore results total to more than 36.

The NCES 1995 study surveyed public librarians on what they perceived were the reasons that young adults do not utilize the public library. Both the 1995 NCES survey *Statistics* ("Services", p. 56-58) and the researcher's 2004 respondents were allowed to check multiple answers. The number one reason, 74%, listed in the NCES study was competition from other activities, followed by dissatisfaction with library services, 61%. The researcher's 2004 respondents also listed competition with

activities number one, 86%, but the second reason was listed, 77%, as lack of knowledge of library services. Besides reason one the only other category that was similar was insufficient hours. The NCES survey results were 32%, while the researcher's survey was 27%. The other results were the NCES study: lack of knowledge of library services, 31%, lack of interest in library services, 38%, lack of transportation, 13%, insufficient staff, 58%, insufficient hours 32% and neighborhood safety, 3%. In the researcher's 2004 survey the results were: lack of interest in library services, 71%, lack of transportation 60%, insufficient staff, 35%, dissatisfaction with library services, 29%, insufficient hours, 27% and neighborhood safety 21%. Results are shown in Figure 1.

Reference Question #2: In the librarian's opinion, do the YAs in their community utilize their public library? If not why? (N=34)

Figure 1



*Participants were encouraged to select as many reasons as applicable, therefore results total to more

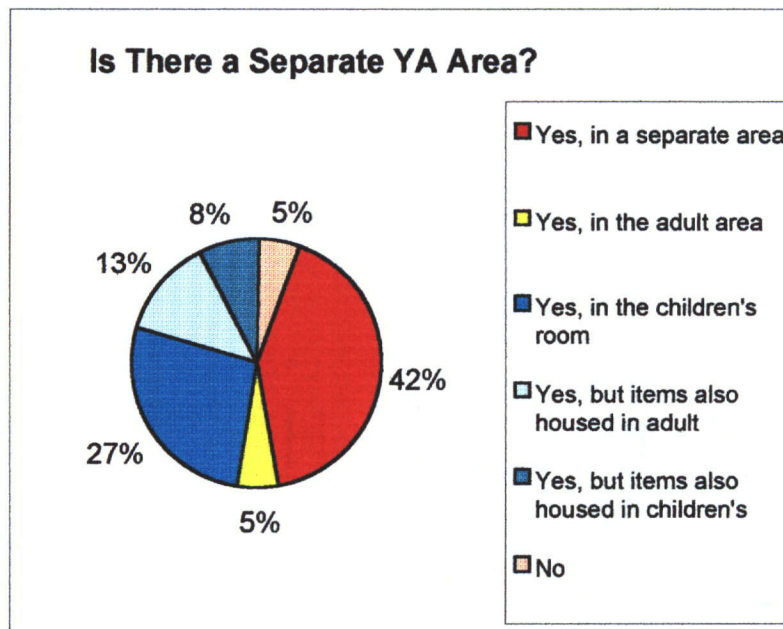
than 34.

The 2004 survey completed by the researcher and the 1995 NCES survey asked if libraries had a young adult area, and if yes, was it a distinct separate room, or was it located either in the children's or in the adult area. The researcher received 5 replies (13%) that the respondents had a separate young adult section, but materials were also placed in the adult section identified as YAs. The researcher also received 3 replies (8%) from respondents that had a separate young adult section, but materials were also placed in the children's section identified as YAs. The researcher added

these two categories to the survey. In the NCES survey 58% of the libraries had a separate distinct room for young adults, while there was a 16% drop in the 2004 survey (42%). In the NCES study, 15% kept their materials in children's, while 16% kept their materials in adults. The researcher's 2004 survey found that found 5% of the respondents stated that the young adult section was located in the adult area, while 27% reported young adult materials in the children's area. Results are shown in Figure 2.

Research Question #3: Does the library have a young adult collection? If yes, are the materials housed in a separate distinct section? (N=34)

Figure 2



Research question #4: Does the library contain resources geared for YAs including career information, computers, videos, audio recordings and/or periodicals? If their library does contain any of these resources are they readily available for young adults to use? (N=38)

The 1995 NCES study questioned the availability of library resources specifically for use by young adults (*"Services"*, 1995, p. 39-43). The researcher's 2004 study yielded results similar to the 1995 NCES survey (see Figure 4). In the 2004 study the top four available YA resources were books 95%, periodicals 84%, music 71% and VCR tapes 74%. The 1995 NCES study listed the same leading resources as books 100%, periodicals 89%, music 76% and VCR tapes 75%. Computer software and CD-ROMs remained in the lower numbers with the researcher's 2004 results as computer software 29% and CD-ROMs 32%, while the NCES listed the percentages as software 25% and CD-ROMs 31%. Drastic changes were evident in the statistics of libraries that made PCs available, 79% in the researcher's 2004 study compared to 30% in the NCES study. Also two areas that lost statistics were college/career information and study spaces. The researcher found that 66% of the libraries had college/career information, while 74% had study spaces for young adults. In the he NCES study 93% of the libraries had college/career information and 90% had study space. Results of the 2004 survey are shown in Figure 4.

The second part of the question addresses resources and if they are readily available for young adults to use. The researcher answered these questions by surveying the respondents on the waiting period for frequently used resources. The survey divided the answers into two categories, yes and no. This was changed to include occasional when several respondents added a sometimes or occasionally column to their surveys. These responses were combined into an occasional heading. The results were 60% have waiting lists for popular materials, 54% have waiting lists for school assigned reading, 41% have waiting lines to use the computers, 38% admit that they may not own a popular reading or school assigned book when asked by patron, 16% have waiting lines for databases and 14% have lines for technology such as copiers or fax machines. The results for libraries with occasionally waiting periods was 8% have waiting lists for popular materials, 8% have waiting lists for school assigned reading, 16% have waiting lines to use the computers, 5% admit that they may not own a popular reading or school assigned book when asked by patron, 5% have waiting lines for databases and 5% have lines for technology such as copiers or fax machines. Results are shown in Table 2.

If their library does contain any of these resources are they readily available for young adults to use? (N=37)

Table 2

Wait for YA Resources

| | Yes | No | Occasionally |
|---|-----|-----|--------------|
| Wait for popular reading | 60% | 32% | 8% |
| Waiting list for school assigned reading | 54% | 38% | 8% |
| Wait for a computer | 41% | 43% | 16% |
| Is there a chance that your library would not own a popular or school assigned book | 38% | 57% | 5% |
| Wait for access to a database | 16% | 79% | 5% |
| Wait for technology such as copier or fax | 14% | 81% | 5% |

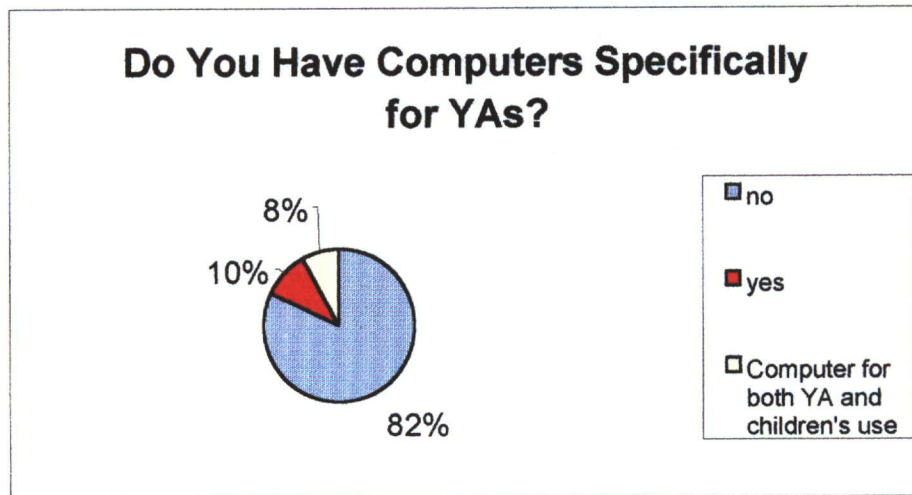
*Participants were encouraged to select as many reasons as applicable, therefore results total to more than 37.

The researcher also asked for the number of libraries that had computers for young adults. The researcher wanted to know if libraries had PCs specifically for young adult use and if they did how many were available. The researcher found a majority of libraries 82% did not have computers specifically for YA use. Of the

ones that had YA computers 10% had specific YA computers, while 8% shared their computers with children. Results are shown in Figure 3.

Figure 3

(N=38)

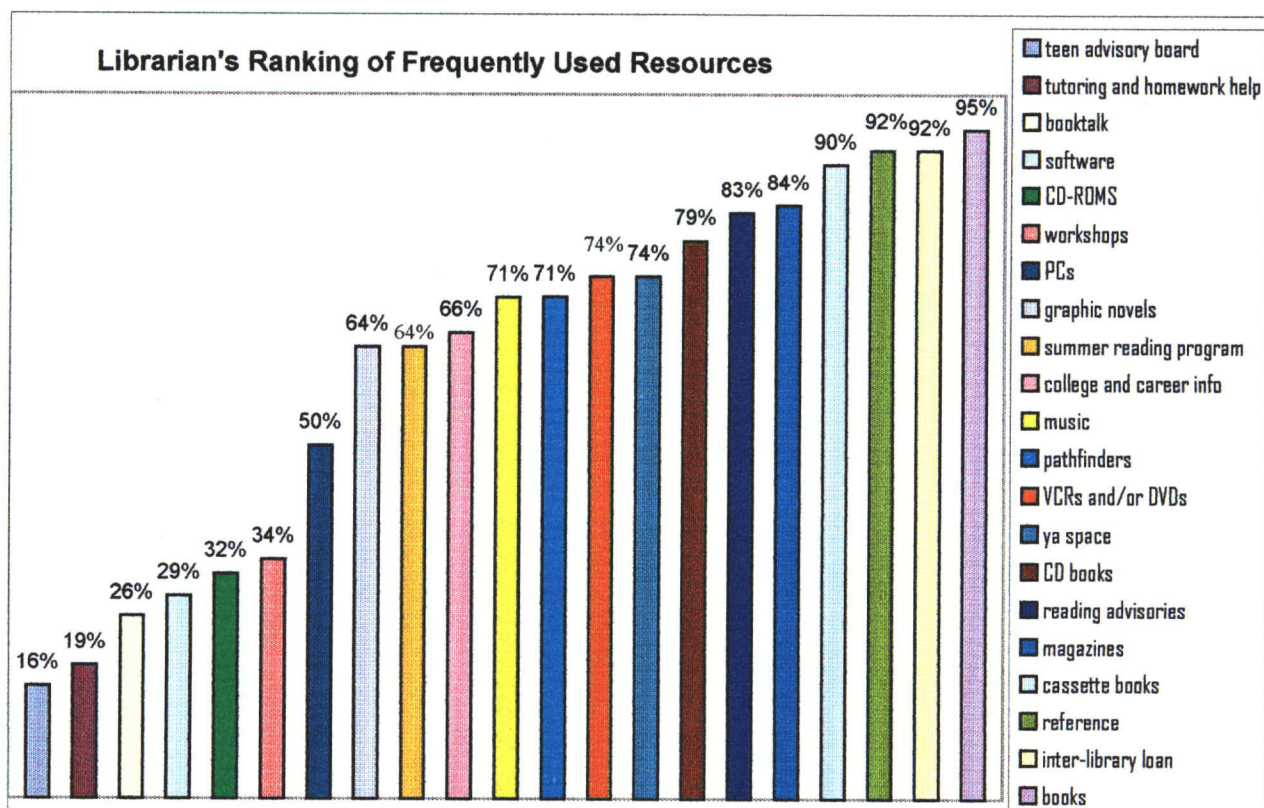


The 1995 NCES study also questioned the availability of library services specifically for use by young adults (*"Services"*, 1995, p. 43-46). In the researcher's 2004 survey two categories were added that were not in frequent use at the time of the 1995 study, therefore they were not in the original survey. These were graphic novels (64%) and talking books on both CD (79%) and audiocassette (90%). Percentages for other young adult library services and resources have changed little. In the researcher's 2004 survey frequently offered young adult services included: reference assistance 92%, inter-library loan 95%, pathfinders 71%, readers advisory 83% and summer reading 64%. The NCES listed these same services as frequently offered: reference assistance 98%, inter-library loan 95%, pathfinders 74%, readers advisory 73% and summer reading 57%. The researcher found that in 2004 less frequently

offered services were also similar: workshops 34%, homework 19%, teen advisory boards 16%. Compared to the NCES figures: workshops 33%, homework 12%, and teen advisory boards 6%. See results in Figure 4.

Question 5: Does the library offer services geared towards YAs including homework help, reference assistance, interlibrary loan, reading lists and advisories, workshops, pathfinders, summer reading, computer classes, young adult advisory committee, computer access and/or booktalks? (N=38)

Figure 4



*Participants were encouraged to select as many services and resources as applicable, therefore results total to more than 38.

Question 6 asked if public libraries offer in-house and outreach programming specifically designed for young adults? The NCES study (*"Services"*, 1995, p.49-51) obtained their answers using a simple yes/no method. Respondents were asked if their library worked occasion or frequently with other libraries in either in-house or outreach capacities in the last twelve months. In 2004 the researcher added two items: community centers and home school parents to in-house category and two items, attendance at community events and participation in youth or recreational activities to the outreach category.

The researcher wished for a more detailed answer and created a checklist including choices for weekly, monthly, yearly and not applicable. The researcher received several surveys back with an added choice of every other month added by respondents. This choice was included in the final results, which are shown in Tables 3 and 4. To compare final results of the researcher's 2004 study and the NCES survey the researcher combined the two studies.

The two added categories for in-house programming yielded the results of community centers and home school parents 21%. Of the remaining categories only one in-house programming item, conducted with cultural centers, had an increase from the 1995 NCES study (19%) to the researchers 2004 (26%). In-house programming with local schools and YA organizations decreased. The researchers survey calculated that 42% of the respondents conducted in-house programming with schools, while only 18% conducted in-house programming with YA centers. The NCES study listed the percentages as 76% and 54% respectively. Results are shown in Table 3.

Research Question 6: Does the library cooperate with local schools and youth organizations to either do outreach or in-house programming? (N=38)

Table 3

Co-operative YA Activities In the Library Between the Community and Public Library, 2004

| | Weekly | Monthly | Yearly | Every Other Month | Not Applicable |
|--------------------------------|--------|---------|--------|-------------------|----------------|
| With schools | 11% | 13% | 13% | 5% | 58% |
| With cultural centers | 5% | 5% | 13% | 3% | 74% |
| With YA organizations | 5% | 5% | 8% | 0% | 82% |
| With recreational institutions | 5% | 3% | 5% | 3% | 84% |
| With community centers | 5% | 5% | 13% | 0% | 77% |
| With home school parents | 11% | 5% | 3% | 3% | 79% |

The results for the two categories added to the survey by the researcher in 2004 that were not included in the NCES study were as follows; attendance at community events was 18% and participation in youth or recreational activities was 8%. The three remaining categories all had lower percentages than the NCES study in 1995. The categories with the NCES study statistics are; information sharing with faculty and staff at local schools 29%, visits from the librarians to schools 40 % and automation projects shared online 17%. The researcher's total results, reached by

adding all categories except for not applicable on each row, in 2004 were, 16%, 16% and 5%, respectively. Results are in Table 4.

Table 4

Co-operative YA Activities Between the Community and Public Libraries (Outreach)

| | Weekly | Monthly | Yearly | Every Other Month | Not Applicable |
|---|--------|---------|--------|-------------------|----------------|
| Information sharing with faculty and staff at local schools | 0% | 3% | 13% | 0% | 84% |
| Visits from the librarians to schools | 2% | 3% | 3% | 8% | 84% |
| Automation projects shared online | 2% | 0% | 3% | 0% | 95% |
| Participation in youth or recreational activities | 0% | 3% | 5% | 0% | 92% |
| Attendance at community events | 3% | 5% | 10% | 0% | 82% |

Reference List

Services and Resources for Children and Young Adults in Public Libraries. (1995)
Number: 95357, Retrieved Sept. 01, 2003, from National Center for Education
Statistics, U.S. Department of Education: <http://nces.ed.gov>

CHAPTER V

SUMMARY AND CONCLUSIONS

Summary

In 1995 the *National Center for Educational Statistics* (“*Services and*”, 1995, p. 37-59) conducted a survey on young adult librarianship entitled, *Services and Resources for Children and Young Adults in Public Libraries*. The Center believed that young adult services and resources were not getting the same attention as children’s and adult services and deserved a study of its own. The only other study conducted on young adult librarianship by the Center was in 1988, *Services and Resources for Young Adults in Public Libraries*. The researcher compared current statistics from the researcher’s 2004 study with the 1995 statistics in hope of documenting improvements.

In 2004 there is still a shortage of librarians hired specifically as young adult librarians. While the 2004 survey had a higher figure, 17%, over the 11% on the 1995 survey the figure is still low. The total number of young adult librarians was 6 leaving the researcher unable to make comparisons as in the 1995 study. The 1995 study (“*Services*”, 1995, p. 37-43) was able to conclude that libraries with YA librarians were significantly more likely to offer at least 10 of the resources listed in Figure 4, have a YA budget, collect YA statistics, and incorporate YA study spaces. In 1995

public libraries with YA librarians were also 16% more likely to have PCs available for YAs. Obviously, having a young adult librarian responsible for young adult increased the availability of YA services and resources.

Both the researcher's 2004 survey and NCES study listed competition from other activities as the number one reason as a barrier to young adult library usage. While librarians in the 1995 study perceived the second reason to be dissatisfaction with library services (61%), the researcher's 2004 study had a much lower percentage (29%). It appears that in the researcher's 2004 survey participants perceived the main reason for YA nonuse as an external problems including competition from other activities, lack of knowledge of services, lack of interest and lack of transportation. These factors, though not completely outside the librarian's control, require problem solving within an outside source. While the library system can control hours, staff and services it cannot control what a YA listens to, their interests and indifferent attitude. NCES survey participants saw the main problem as the researcher's competition from other activities; they also perceived internal conflict such as dissatisfaction of library services, insufficient staff and hours. These perceived problems could be solved within the library system or at least addressed. One interesting result was that while neighborhood safety ranked 21% in the researcher's study, it was practically non-existent in the 1995 NCES study at 8% with only 4% percentage rating it a significant problem. Startling was the percentage of librarians in 2004 that checked lack of transportation as a reason for lack of YA use. It was only 13% in the 1995 NCES study, but jumped to 60%. The current 2004 survey suggests that librarians were satisfied that services and resources were not the problem, but the ability to reach

young adults was the problem. They perceived outside influences as a main factor in the quest to draw young adults into the library.

The researcher's 2004 survey showed a drop of 16% of libraries with separate YA areas, as compared to the 1995 study, but when all areas that contained YA materials were combined the researcher's statistics (95%) are slightly higher than the 1995 NCES (89%). It is hard to compare when librarians in the researcher's 2004 survey had varied answers such as: "we keep YA fiction in the YA area, but non-fiction in adults, we keep YA hardbacks in adults, but YA paperbacks in the YA area, or We keep junior high level books in YAs, but high school YA books in the adult section".

Resources and services available to young adults stayed basically the same between the 1995 NCES survey and researcher's 2004 survey. The main resources and services were books, periodicals, music, videos, reference assistance, inter-library loan service, pathfinders and readers advisory. Several percentages were lower than the NCES study notably college and study space. The researcher was disappointed that homework help, a main factor for YA library use, was still a low percentage (19%) compared to the 1995 NCES study (12%).

The chief difference when the two surveys were compared was that the percentage of available PCs jumped from 30% in the NCES study to 79% in the researcher's 2004 study. Regardless of this fact only 18% of the researcher's 2004 participants listed PC's as available specifically for YA use. The 2004 participants also perceived that 41% of their YAs were likely to have to wait to use a PC and 16%

occasionally. Several libraries stated that they only have waiting lines for PCs in summer, because of seasonal demand.

Over half of the librarians surveyed in 2004 by the researcher stated that young adults could also expect to wait for a popular reading book (68%), school assigned book (62%), or even that such materials may not be owned by the library (43%). Participants were more apt to include comments in this section to explain the reason for the waiting list or unavailability of materials. Participants stated that they would buy a school assignment books as soon as they were aware of the necessity and that the wait was usually the result of a teacher's inability or indifference to inform the library ahead of time.

The researcher was impressed to find that library percentages for new formats, that were not prevalent at the time of the 1995 NCES survey, were prominent. These included books on CD (79%), cassette books (90%) and graphic novels (64%).

Of the categories surveyed by the participants in-house and outreach programming had the largest differences but not positively. The researcher found that in 2004 while one category, cultural centers increased 7%, while both in-house programming with schools 34% and programming with YA centers 36% dropped. In outreach programming for YAs the decreases were information sharing with faculty and staff at local schools 29%, visits from the librarians to schools 40 % and automation projects shared online. It would appear that outreach and in-house programming are falling to the wayside.

Conclusions

The 1995 NCES study showed that public libraries that employ a librarian specifically for young adults are more likely to have an increase in young adult resources and services. The results of the researcher's 2004 survey found that more than half of the young adults in the participant's libraries could expect to wait for a popular book or school assigned book. A concerted effort to increase the small numbers of young adult professionals hired in public libraries will improve services to young adults.

Librarians responsible for young adult librarianship perceive the main reasons for YA nonuse of the library is due to external factors. It would therefore make sense to increase the libraries outreach and in-house programming to "draw in" YAs who would not or could not use the library on their own. Libraries complained of the lack communication between local schools, but information sharing with schools and school visits have decreased.

The library should also consider increasing the availability of computers specifically for young adult use. While a large number of libraries claim to have "YA computers" the numbers dropped significantly when asked if the computers were specifically for YA use. This combined with the large wait, nearly 50%, for YAs to access a computer shows that allowing YAs the right to use computers is far different from establishing a YA computer section for their own use.

Effort must be placed on promoting the library's assets. If librarians perceive that YAs schedules do not allow them to attend library functions, outreach opportunities need to be provided that will make them better able to attend or invite

YA organizations to the library. Librarians in the survey were confident of their services and resources, but claimed that YAs do not know of their existence. The solution is to visit schools, and other YA areas and publicize the benefits of the library. Also YA librarians hired to work with YAs are better trained to ascertain YA needs and wants and will help the public library become YA friendly and increase YA use.

Recommendations for Uses of Results

The researcher posted the results of the survey on the NJYAC web site as requested by the members. This is an electronic list serve for young adult librarians in the New Jersey area. The researcher has also been appointed to a library service and programming improvement committee and used the survey to express the researcher's views on programming and library promotion for YAs. Finally the researcher shared the survey with the other nine branches of the library system where the researcher is employed.

The goal for the researcher was to bring young adult librarianship to the attention of public libraries in South Jersey. While the researcher's main goal was to compare the 1995 NCES study results to a 2004 study conducted by the researcher, it is assumed that by receiving the questionnaire that the consciousness of the surveyed libraries have been heightened.

The researcher recommends further study on young adult librarianship encompassing a larger sample. The 1995 NCES study compared the effects of employing a YA librarian on YA services and resources. The 2004 study was unable

to do so due to the low number of responses from persons whose main responsibility was young adults.

The researcher also suggests that further studies gather empirical data. It would serve the public library YA agenda to see why there has been a drop in outreach and in-house YA programming. Is the reason for the downtrend a budgetary, staffing or indifference attitude problem? Is budgeting also a problem in the priority of YA resources and services? Open-ended questions seeking the reasons for the shortage of YA computers, despite their popularity, and waiting lists for YA materials could be used to search for solutions to the problems.

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APPENDIX A

SOUTH JERSEY LIBRARIES

Absecon Public Library
305 New Jersey Avenue
Absecon, NJ 08201 County: Atlantic
Phone: (609) 646-2228 Fax: (609) 383-8992
Contact (s): Barbara Wilson. Director
E-mail: bwilson@acmail.aclink.org/exchange

Atlantic City Free Public Library
One North Tennessee Avenue
Atlantic City, NJ 08401 County: Atlantic
Phone: (609) 345-2269 X3025 Fax: (609) 348-5570
Contact (s): Constance Swanson- Children's librarian
cswans@postoffice.acpl.org

Atlantic County Library
40 Farragut Avenue
Mays Landing, NJ 08330 County: Atlantic
Phone: (609) 625-2776 X336 Fax: (609) 625-8143
Contact (s): William Paullin. Director
E-mail: wpaulin@acmail.aclink.org
URL: <http://atlanticlibrary.org>

Atlantic County Library Egg Harbor Twp Branch
1 Swift Avenue
Egg Harbor Twp, NJ 08234 County: Atlantic
Phone: (609) 927-8664 Fax: (609) 927-4683
Contact (s): Jean Mac Pherson. Librarian
URL: <http://atlanticlibrary.org>

Atlantic County Library Galloway Township Branch
306 East Jimmie Leeds Road
Galloway, NJ 08205 County: Atlantic
Phone: (609) 652-2352 Fax: (609) 653-3613
Contact (s): Patricia Morrow. Branch Manager
E-mail: pmorrow@acmail.aclink.org
URL: <http://atlanticlibrary.org>

Atlantic County Library Hammonton Branch
451 South Egg Harbor Road
Hammonton, NJ 08037 County: Atlantic
Phone: (609) 561-2264 Fax: (609) 561-1816
Contact (s): Kitty Ostrum
Childrens librarian
Kostrum@acmail.aclink.org
URL: <http://atlanticlibrary.org>

Atlantic County Library Longport Branch
2305 Atlantic Avenue
Longport, NJ 08403 County: Atlantic
Phone: (609) 487-0272 Fax: (609) 487-9521
Contact (s): Sarah Cochran. Librarian
URL: <http://atlanticlibrary.org>

Atlantic County Library Pleasantville Branch
810 South Main Street
Pleasantville, NJ 08232-3226 County: Atlantic
Phone: (609) 641-1778 Fax: (609) 641-0771
Contact (s): Pam Saunders. Librarian
E-mail: Psaunders@acmail.aclink.org
URL: <http://atlanticlibrary.org>

Atlantic County Library Somers Point Branch
801 Shore Road
Somers Point, NJ 08244 County: Atlantic
Phone: (609) 927-7113 Fax: (609) 926-3062
Contact (s): Mary Jane Bolden. Librarian
URL: <http://atlanticlibrary.org>

Atlantic County Library Ventnor Branch
6500 Atlantic Avenue
Ventnor, NJ 08406 County: Atlantic
Phone: (609) 823-4614 Fax: (609) 823-2639
Contact (s): Ellen Eisen. Librarian
URL: <http://atlanticlibrary.org>

Beverly Free Library
1025 Detwiler Avenue
Beverly , NJ 08010-1009 County: Burlington
Phone: (609) 387-1259 Fax:
Contact (s): Margaret Lowden .

Bridgeton Free Public Library

150 East Commerce Street
Bridgeton, NJ 08302 County: Cumberland
Phone: (856) 451-2620 Fax: (856) 455-1049
Contact (s): Gail Robinson. Director
E-mail: bpl@clueslibs.org

Burlington County Library
5 Pioneer Boulevard
Westampton, NJ 08060 County: Burlington
Phone: (609) 267-9660 X3012 Fax: (609) 267-4091
Contact (s) Janice Haines
Coordinator Youth Services
Burlington County Library
Kathi-Kelly@yahoo.com

Burlington County Library Bordentown Branch
18 Washington Street
Fieldsboro, NJ 08505 County: Burlington
Phone: (609) 298-0622 Fax: (609) 298-3682
Contact (s): Regina Reay. Branch Manager
E-mail: bt@bcls.lib.nj.us

Burlington County Library Cinnaminson Branch
1619 Riverton Road
Cinnaminson, NJ 08077 County: Burlington
Phone: (856) 8299340 Fax: (856) 829-2243
Contact (s): Isabelle Addis. Branch Manager
E-mail: cb@burlco.lib.nj.us

Burlington County Library Evesham Branch
984 Tuckerton Road
Marlton, NJ 08053 County: Burlington
Phone: (856) 983-1444 Fax: (856) 983-4939
Contact (s): Susan Szymanik. Branch Manager
E-mail: ev@bcls.lib.nj.us

Burlington County Library Maple Shade Branch
200 Stiles Avenue
Maple Shade, NJ 08052 County: Burlington
Phone: (856) 779-9767 Fax: (856) 779-2524
Contact (s): Jessica Hildreth. Branch Managers BarbaraRush
E-mail: ma@bcls.lib.nj.us
URL: <http://www.burlco.lib.nj.us>

Burlington County Library Pemberton Community Library

19 Sedgwick Lane
Willingboro, NJ 08046 County: Burlington
Phone: (609) 835-2314 Fax: (609) 877-2838
Contact (s): Givane Hayes
E-mail: ghayes@bcls.lib.nj.us

Burlington County Library Pinelands Branch
39 Allen Avenue
Medford, NJ 08055 County: Burlington
Phone: (609) 654-6113 Fax: (609) 953-2142
Contact (s): Judy Aley. Branch Manager
E-mail:

Camden Free Public Library
418 Federal Street
Camden, NJ 08103 County: Camden
Phone: (856) 757-7650 Fax: (856) 757-7631
Contact (s): Theresa Gorman. Librarian
E-mail: cfpl@yahoo.com
URL: <http://www.cyberenet.net/~kelta/campublib.html>

Camden County Library
203 Laurel Road
Voorhees, NJ 08043 County: Camden
Phone: (856) 772-1636 X3338 Fax: (856) 772-6105
Contact (s): Andrea Cline
E-mail: andrea@camden.lib.nj.us
URL: <http://www.camden.lib.nj.us>

Camden County Library Bellmawr Branch
35 East Browning Road
Bellmawr, NJ 08031 County: Camden
Phone: (856) 931-1400 Fax: (856) 931-5338
Contact (s): Kristyn Beaty
E-mail: kbeaty@camden.lib.nj.us

Camden County Library Gloucester Twp Branch
15 South Black Horse Pike
Blackwood, NJ 08012 County: Camden
Phone: (856) 228-0022 Fax: (856) 228-9085
Contact (s): Anne Akroyd. Branch Manager
E-mail: aackro@camden.lib.nj.us

Camden County Library Haddon Twp Branch
15 MacArthur Boulevard

Westmont, NJ 08108 County: Camden
Phone: (856) 854-2752 Fax: (856) 854-8825
Contact (s): Nan Rosenthal. Branch Manager
E-mail: nrosen@camden.lib.nj.us

Camden County Library Merchantville Reading Center
130 South Centre Street
Merchantville , NJ 08109 County: Camden
Phone: (856) 665-3128 Fax: (856) 665-4296
Contact (s): Eve Brown .
E-mail: eve@camden.lib.nj.us

Camden County Library South County Regional Branch
35 Coopers Folly Road
Atco, NJ 08004 County: Camden
Phone: (856) 753-2537 Fax: (856) 753-7489
Contact (s): Nancy Bennett. Branch Manager
E-mail: nbenne@camden.lib.nj.us

Cape May County Library
30 Mechanic Street
Cape May Court House, NJ 08210 County: Cape May
Phone: (609) 463-6560 Fax: (609) 465-3895
Contact (s): Andrew Martin. Director
E-mail: andrewm@mail.cape-may.county.lib.nj.us

Cape May County Library Avalon Branch
26 25th Street
Avalon, NJ 08202 County: Cape May
Phone: (609) 967-4010 Fax:
Contact (s): Joan Costello. Librarian

Cape May County Library Cape May City Branch
110 Ocean Street
Cape May, NJ 08240 County: Cape May
Phone: (609) 884-9568 Fax:
Contact (s): Linda Smith. Librarian

Cape May County Library Lower Cape Branch
2600 Bayshore Road
Villas, NJ 08251 County: Cape May
Phone: (609) 886-5465 Fax:
Contact (s): . Librarian
E-mail: leopardkittie@hotmail.com
URL: <http://www.cape-may.county.lib.nj.us>

Cape May County Library Sea Isle City Branch
125 John F. Kennedy Boulevard
Sea Isle City, NJ 08243 County: Cape May
Phone: (609) 263-8485 Fax:
Contact (s): Donna McBride. Librarian

Cape May County Library Stone Harbor Branch
95th & Second Avenue
Stone Harbor, NJ 08247 County: Cape May
Phone: (609) 368-6809 Fax:
Contact (s): Mary Ann Samuel. Librarian

Cape May County Library Upper Cape Branch
2050 Route 631
Petersburg, NJ 08270 County: Cape May
Phone: (609) 628-2607 Fax:
Contact (s): Donna Soffe. Librarian

Cherry Hill Free Public Library
1100 Kings Highway North
Cherry Hill, NJ 08034 County: Camden
Phone: (856) 667-0300 Fax: (856) 667-4937
Contact (s): Linda Meuse
E-mail: lmeuse@cherryhill.lib.nj.us
URL: <http://www.cherryhill.lib.nj.us>

Clemeneton Memorial Library
195 Gibbsboro Road
Clementon, NJ 08021 County: Camden
Phone: 856-783-3233 Fax: 856-784-8794
Contact (s): Dayle Swanson .
E-mail: swansond@clementon.k12.nj.us
URL: <http://www.geocities.com/clemlibrary>

Collingswood Free Public Library
771 Haddon Avenue
Collingswood, NJ 08108-3714 County: Camden
Phone: (856) 858-0649 Fax: (856) 858-5016
Contact (s): Peter R. Childs. Director
E-mail: pchilds@camden.lib.nj.us

Crosswicks Public Library
483 Main Street PO Box 147
Crosswicks, NJ 08515 County: Burlington
Phone: (609) 298-6271 Fax:
Contact (s): Alice Bumbera. Librarian

Cumberland County Library
800 E. Commerce Street
Bridgeton, NJ 08302 County: Cumberland
Phone: (856) 453-2210 X13 Fax: (856) 451 9368
Contact (s): Nancy Forester. Director
E-mail: nancyfo@clueslibs.org
URL: <http://www.clueslibs.org>

Delanco Public Library
1303 Burlington Avenue
Delanco, NJ 08075 County: Burlington
Phone: (856) 461-6850 Fax:
Contact (s): Patricia Krull. Librarian
E-mail: pkrull@mail.burlco.lib.nj.us

East Greenwich Public Library
535 Kings Highway PO Box 26
Mickleton, NJ 08056 County: Gloucester
Phone: (856) 423-1149 Fax: (856) 423-3036
Contact (s): Carol Baughman. Director
E-mail: eastgreenwichlib@yahoo.com
URL: <http://www.gloucester.lib.nj.us/libraries/eglib.html>

Elmer Public Library
120 South Main Street
Elmer, NJ 08318 County: Salem
Phone: (856) 358-2014 Fax: (856) 358-2014
Contact (s): Linda Fritz. Director
E-mail: lafritz19@yahoo.com
URL: <http://www.clueslibs.org/#http://www.clueslibs.org>

Florence Township Library Association
1350 Hornberger Avenue
Roebbing , NJ 08554 County: Burlington
Phone: (609) 499-0143 Fax: (609) 499-0551
Contact (s): Jan Hulehan .
E-mail: florence@burlco.lib.nj.us

Franklin Township Public Library
1584 Coles Mill Road
Franklinville, NJ 08322 County: Gloucester
Phone: (856) 694-2833 Fax: (856) 694-1708
Contact (s): Denise Saia. Director
E-mail: ftpl@yahoo.com
URL: <http://franklintownship.com>

Free Public Library of Audubon
239 Oakland Avenue
Audubon, NJ 08106-1598 County: Camden
Phone: (856) 547-8686 Fax: (856) 547-0277
Contact (s): Kathy Ostberg. Administrative Asst.
E-mail: fppla@camnet.org

Free Public Library of Monroe Township
306 South Main Street
Williamstown, NJ 08094 County: Gloucester
Phone: (856) 629-1212 Fax: (856) 875-0191
Contact (s): Beth Lillie. Director
E-mail: elillie@buyrite.com
URL: <http://www.monroetownshiplibrary.org/>

Gloucester City Library
50 North Railroad Avenue
Gloucester City, NJ 08030 County: Camden
Phone: (856) 456-4181 Fax: (856) 456-6724
Contact (s): Elizabeth Egan .
E-mail: eeegan@camden.lib.nj.us
URL: <http://www.gloucestercity.camden.lib.nj.us>

Gloucester County Library
389 Wolfert Station Road
Mullica Hill, NJ 08062 County: Gloucester
Phone: (856) 223-6000 Fax: (856) 223-6039
Contact (s): Pat Collins
E-mail: pcollins@gcls.org
URL: <http://www.gcls.org>

Gloucester County Library Glassboro Branch
2 Center Street
Glassboro, NJ 08028 County: Gloucester
Phone: (856) 881-0001 Fax: (856) 881-9338
Contact (s): Carol Wolf. Branch Manager
E-mail: cwolf@gcls.org

Gloucester County Library Greenwich Branch
415 Swedesboro Road
Gibbstown, NJ 08027 County: Gloucester
Phone: (856) 423-0684 Fax: (856) 423-1201
Contact (s): Patricia A. Woodruff. Branch Manager
E-mail: pwoodruff@gcls.org

Gloucester County Library Logan Branch
101 Beckett Road
Swedesboro, NJ 08085 County: Gloucester
Phone: (856) 241-0202 Fax: (856) 241-0491
Contact (s): Brenda Muhlbaier. Branch Manager
E-mail: bmuhlbaier@gcls.org

Haddon Heights Public Library
608 Station Avenue PO Box 240
Haddon Heights, NJ 08035 County: Camden
Phone: (856) 547-7132 Fax: (856) 547-2867
Contact (s): Robert J. Hunter. Director
E-mail: bhunte@camden.lib.nj.us

Haddonfield Public Library
60 Haddon Avenue
Haddonfield, NJ 08033 County: Camden
Phone: (856) 429-1304 Fax: (856) 429-3760
Contact (s): Douglas B. Rauschenberger. Director
E-mail: dbr@camden.lib.nj.us
URL: <http://www.haddonfield.camden.lib.nj.us>

James H. Johnson Memorial Library
670 Ward Drive
Deptford , NJ 08096 County: Gloucester
Phone: (856) 848-9149 Fax: (856) 848-1813
Contact (s): Arn Ellsworth Winter .
E-mail: awinter@gloucester.lib.nj.us

Library Company of Burlington
23 West Union Street
Burlington , NJ 08016 County: Burlington
Phone: (609) 386-1273 Fax:
Contact (s): Michele Stricker .
E-mail: mstricke@burlco.lib.nj.us

Linwood Public Library
301 Davis Avenue
Linwood, NJ 08221 County: Atlantic
Phone: (609) 926-7991 Fax: (609) 927-6147
Contact (s): Maria Moss. Director
E-mail: miamoss5@aol.com
URL: <http://www.aclink.org/linwoodlibrary>

Margaret E. Heggan Free Public Library
208 East Holly Avenue
Hurffville, NJ 08080-2641 County: Gloucester
Phone: (856) 589-3334 Fax: (856) 582-2042
Contact (s): Linda H. Snyder. Director
E-mail: lsnyder@hegganlibrary.org
URL: <http://www.hegganlibrary.org/#http://www.hegganlibrary.org>

Margate City Public Library
8100 Atlantic Avenue
Margate, NJ 08402 County: Atlantic
Phone: (609) 822-4700 Fax: (609) 823-0064
Contact (s): James J. Cahill. Director
URL: <http://www.margatelibrary.org>
tleetabasso@yahoo.com

Marie Fleche Memorial Library
49 South White Horse Pike
Berlin , NJ 08009 County: Camden
Phone: (856) 767-2448 Fax:

McCowan Memorial Library
15 Pitman Avenue
Pitman , NJ 08071 County: Gloucester
Phone: (856) 589-1656 Fax: (856) 582-4982
Contact (s): Sharon Furgason .
E-mail: sharonfurgason@camnet.org
URL: <http://www.pitman.org/library.htm>

Millville Public Library
210 Buck Street
Millville, NJ 08332 County: Cumberland
Phone: (856) 825-7087 X11 Fax: (856) 327-8572
Contact (s): Norman Gluckman. Director
E-mail: normangl@clueslibs.org
URL: <http://www.clueslibs.org/#http://www.clueslibs.org>

Moorestown Library
111 West Second Street
Moorestown , NJ 08057 County: Burlington
Phone: (856) 234-0333 Fax: (856) 273-7525
Contact (s): Deborah Dennis .
E-mail: debbie@burlnet.org
URL: <http://www.moorestown.lib.nj.us>

Mount Laurel Library
100 Walt Whitman Avenue
Mount Laurel , NJ 08054 County: Burlington
Phone: (856) 234-7319 X303 Fax: (856) 234-6916
Contact (s): Sophie Brookover
E-mail: sophie@mtlaurel.lib.nj.us
URL: <http://www.mtlaurel.lib.nj.us>

Mt. Holly Library
307 High Street
Mt. Holly , NJ 08060 County: Burlington
Phone: (609) 267-7111
E-mail: mtholly@bcls.lib.nj.us

Newfield Public Library
115 Catawba Avenue PO Box 37
Newfield, NJ 08344 County: Gloucester
Phone: (856) 697-0415 Fax: (856) 697-1544
Contact (s): Susan M. Mounier. Acting Director
E-mail: newfieldlibrary@hotmail.com

Oaklyn Memorial Library
602 Newton Avenue
Oaklyn , NJ 08107 County: Camden
Phone: (856) 858-8226 Fax:
Contact (s): Elizabeth Massaro .
E-mail: emassa@camden.lib.nj.us
URL: <http://www.oaklyn.camden.lib.nj.us>

Ocean City Free Public Library
1735 Simpson Avenue
Ocean City, NJ 08226 County: Cape May
Phone: (609) 399-2434 Fax: (609) 398-8944
Contact (s): Karen G. Mahar. Director
E-mail: kmahar@excite.com
URL: <http://www.oceancitylibrary.org>

Otto Bruyns Public Library of Northfield
241 West Mill Road
Northfield, NJ 08225 County: Atlantic
Phone: (609) 646-4476 Fax: (609) 484-9006
Contact (s): Meg Derascavage. Director
E-mail: mderascavage@yahoo.com

Penns Grove - Carney's Point Public Library

222 South Broad Street
Penns Grove, NJ 08069 County: Salem
Phone: (856) 299-4255 Fax: (856) 299-4552
Contact (s): Barbara Hunt. Director
E-mail: barbarahu@clueslibs.org

Pennsauken Free Public Library
5605 Crescent Boulevard
Pennsauken, NJ 08110 County: Camden
Phone: (856) 665-5959 Fax: (856) 486-0142
Contact (s): Richard Thau. Director
dangelic@camnet.org

Pennsville Public Library
190 South Broadway
Pennsville, NJ 08070 County: Salem
Phone: (856) 678-5473 Fax: (856) 678-8121
Contact (s): Richard Blocksom. Director
E-mail: pennsville@clueslibs.org

Riverside Public Library
10 Franklin Street
Riverside, NJ 08075 County: Burlington
Phone: (856) 461-6922 Fax:
Contact (s): Jean Bowker. Director
E-mail: jbowker@burlco.lib.nj.us

Riverton Free Library Association
306 Main Street
Riverton, NJ 08077 County: Burlington
Phone: (856) 829-2476 Fax: (856) 829-4790
Contact (s): Michael Robinson.
E-mail: mrobinso@burlco.lib.nj.us

Runnemede Public Library
Broadway & Black Horse Pike PO Box 119
Runnemede, NJ 08078 County: Camden
Phone: (856) 939-4688 Fax:
Contact (s): Kathleen Vasinda. Director
E-mail: runnemedelibrary@home.com
URL: <http://www.runnemedelibrary.com>

Salem Free Public Library
112 West Broadway
Salem, NJ 08079-1302 County: Salem
Phone: (856) 935-0526 Fax: (856) 935-5110

Contact (s): Dana Imperato. Director
E-mail: imperoo@yahoo.com

Sally Stretch Keen Memorial Library
94 Main Street
Vincentown, NJ 08088 County: Burlington
Phone: (609) 859-9002 Fax: (609) 859-4029
Contact (s): Lin French .

Stratford Public Library
303 Union Avenue
Stratford, NJ 08084 County: Camden
Phone: (856) 783-0602 Fax: (856) 435-8757
Contact (s): Ruth C. Roderick. Director
E-mail: rodericknj@aol.com
URL: <http://www.stratfordnj.org/library.htm>

Swedesboro Public Library
1442 Kings Highway
Swedesboro, NJ 08085 County: Gloucester
Phone: (856) 467-0111 Fax: (856) 241-0594
Contact (s): Marge Dombrosky. Director
E-mail: mdombrosky@rocketmail.com

Vineland Public Library
1058 East Landis Avenue
Vineland, NJ 08360 County: Cumberland
Phone: (856) 794-4244 Fax: (856) 691-0366
Contact (s): HCowan
E-mail: hcowan@vineland.lib.nj.us
URL: <http://www.vineland.lib.nj.us>

Waterford Township Public Library
2204 Atco Avenue
Atco, NJ 08004 County: Camden
Phone: (856) 767-7727 Fax: (856) 753-8998
Contact (s): Eva K. Lynch. Director
E-mail: wtpl@camden.lib.nj.us

Wenonah Free Public Library
101 East Mantua Avenue
Wenonah, NJ 08090-1950 County: Gloucester
Phone: (856) 468-6323 Fax:
Contact (s): Anne Zuber. Director
E-mail: wenonahlibrary@hotmail.com

West Deptford Free Public Library
420 Crown Point Road
Thorofare, NJ 08086 County: Gloucester
Phone: (856) 845-5593 Fax: (856) 848-3689
Contact (s): Marie Downes. Director
E-mail: admin@westdeptford.lib.nj.us
URL: <http://www.westdeptford.lib.nj.us>

Westville Public Library
1035 Broadway
Westville, NJ 08093 County: Gloucester
Phone: (856) 456-0357 Fax: (856) 742-8190
Contact (s): Gwen Carotenuto. Director
E-mail: westvillelibrary@comcast.net

Willingboro Public Library
220 Willingboro Parkway At The Town Center
Willingboro, NJ 08046 County: Burlington
Phone: (609) 877-6668 Fax: (609) 835-1699
Contact (s): Christine H. King. Director
E-mail: cking@willingboro.org
URL: <http://www.willingboro.org>

Woodbury Public Library
33 Delaware Street
Woodbury, NJ 08096 County: Gloucester
Phone: (856) 845-2611 Fax: (856) 845-5280
Contact (s): Jean A. Wipf. Director
E-mail: wod@jersey.net
URL: <http://www.woodburylibrary.org>

Woodstown-Pilesgrove Library
14 School Lane
Woodstown, NJ 08098 County: Salem
Phone: (856) 769-0098 Fax: (856) 769-3658
Contact (s): Ruth T. Fritz.
E-mail: wppl@raq.woodstown.org

APPENDIX B
YOUNG ADULT QUESTIONNAIRE

Questionnaire

My name is Lesa Keener. I am a graduate student attending Rowan University in Glassboro, New Jersey. At the present I am completing my thesis for my Master's in Library Science. For my thesis I will be gathering young adult statistics from South Jersey Libraries to compare to the 1995 National Center for Education Statistics(NCES) survey entitled "Services and Resources for Children and Young Adults in Public Libraries". Please have the librarian in charge of young adult services at your branch fill out the following questionnaire and e-mail the response to lesakeener@hotmail.com. You may also click forward or reply to answer on your e-mail.

Please respond for services and resources provided for young adults as your library defines them.

1. About what percentage of patrons are young adults as defined by your library in a typical week?

_____ %

- 2a. How many librarians in your library are involved in YA services?

Total number of librarian (s) _____

- 2b. Of the total librarians in question 2A how many of these librarians are:

Young adults' librarian(s) _____

Children's Librarian(s) _____

Adult Librarian(s) _____

Reference Librarian(s) _____

Generalist(s) _____

- 2c. Approximately what percentage of the librarians in question 2A time is spent on YA services?

Young adults' librarian(s) _____ %

Children's Librarian(s) _____ %

Adult Librarian(s) _____ %

Reference Librarian(s) _____ %

Generalist(s) _____ %

3. Currently how many hours is your library open to the public during a typical week?

Hours per week _____

4. Does your library maintain distinct young adults' collection of books and materi
Check answer.

Yes, in separate young adults' room or area _____
Yes, shelved with the adult collection _____
Yes, shelved with the children's collection _____
No _____

5a. Does your library maintain a separate YA computer section? Check answer.

Yes _____
No _____

5b. If yes how many computers? _____

6. Are the following services available to young adults in your library? Check as many

as applicable:

- a. Reader's advisory _____
- b. Reference assistance _____
- c. Inter-library loans _____
- d. Reading lists/pathfinders _____
- e. Books (fiction and non-fictional) _____
- f. Periodicals _____
- g. Presentations and workshops on topics of interest to teenagers _____
- h. Young adult book discussion groups _____
- i. Homework assistance programs (hotlines/centers/tutoring) _____
- j. Young adult advisory board _____
- k. Study space _____
- l. Summer reading programs _____
- m. College/career information _____
- n. CD-ROM software _____
- o. Personal computers for independent use _____
- p. Computer software for independent use _____
- q. Music (cassette or CD) _____
- r. Books on tape (cassette) _____
- s. Books on tape (CD) _____
- t. Video recordings/films/DVDs _____
- u. Graphic novels _____

7. When young adults use your library services do they frequently experience the following:

Check as many as apply.

- a. Is there a waiting list to use an available PC? _____
- b. Is there a waiting list to use databases? _____
- c. Is there a waiting list to use other technology besides a computer (copier, fax etc.)? _____

- d. Is there likely to be a waiting list for assigned school reading materials? _____
- e. Is there likely to be a waiting list for popular reading materials? _____
- f. Is it likely that the library may not own a popular or school assigned book? _____

8. During the last 12 months, how often did your library work with the following institutions, agencies/organizations or programs by coordinating or planning cooperative activities, providing space, or providing information. Check answer on lines.

| | NA | weekly | monthly | yearly |
|--|-------|--------|---------|--------|
| a. Schools (public or private) | _____ | _____ | _____ | _____ |
| b. Cultural institutions (museums, etc.) | _____ | _____ | _____ | _____ |
| c. Youth organizations (Scouts, 4-H, Girls, Inc., etc.) | _____ | _____ | _____ | _____ |
| d. Recreational institutions (YWCA, YMCA, etc.) | _____ | _____ | _____ | _____ |
| e. Community Centers – local recreational sponsored by the city | _____ | _____ | _____ | _____ |
| f. Homeschool | _____ | _____ | _____ | _____ |

9. During the last 12 months, how often did your library engage in outreach specifically for young adults?

| | NA | weekly | monthly | yearly |
|---|-------|--------|---------|--------|
| a. Information sharing meetings with faculty and staff at local school | _____ | _____ | _____ | _____ |
| b. Visits from public librarians to schools for book talks/library use promotion, etc | _____ | _____ | _____ | _____ |
| c. Automation projects shared online resources. | _____ | _____ | _____ | _____ |
| d. Attendance at community events | _____ | _____ | _____ | _____ |
| e. Participation in youth or recreational activities | _____ | _____ | _____ | _____ |

9. What do you perceive to be the reasons that some young adults in your community do not use the public library? Check as many as apply.

- a. Lack of transportation _____
- b. Competition from other activities _____
- c. Neighborhood safety _____
- d. Lack of interest in library's resources and programs _____
- e. Lack of knowledge about library services _____
- f. Dissatisfaction with library services _____

g. Insufficient staff _____

h. Insufficient hours of operation _____

Any comments you would like to add? _____