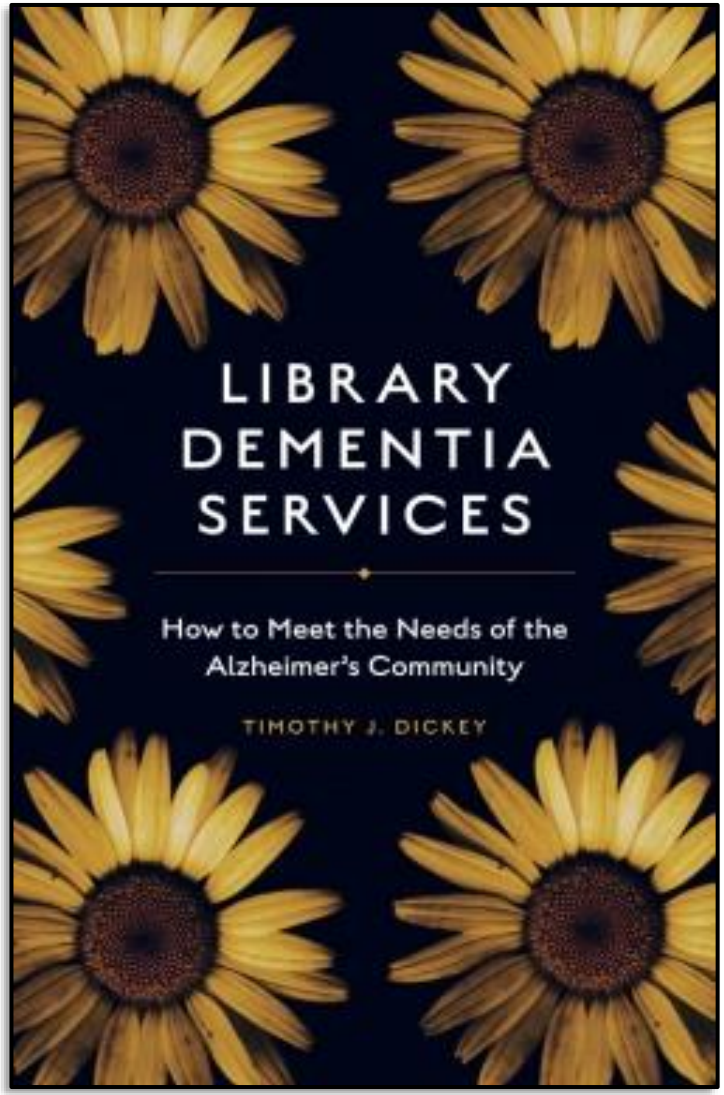
Today's Presenter

Timothy J. Dickey, Ph.D., MLIS

- Adult Services Librarian, Columbus Metropolitan Library
- Faculty at Kent State University, San José State University, and Catholic University
- Recipient of the 2022 ALA-RUSA Margaret E. Monroe Award for Library Adult Services
- Author, *Library dementia services: How to meet the needs of the Alzheimer's community*

LIBRARY CUSTOMER SERVICE AND ADULT PROGRAMS FOR PEOPLE LIVING WITH DEMENTIA

Timothy J. Dickey, Ph.D., MLIS
OCLC's WebJunction
Aug. 28, 2024



https://search.worldcat.org/en/title/1130704963

LIBRARY DEMENTIA SERVICES

ALZHEIMER'S DISEASE, RELATED DEMENTIAS, AND CAREGIVERS

PERSONS WITH DEMENTIA (PWD)
A QUICK OVERVIEW

- Dementia: umbrella term
- Global epidemic
- Spectrum of symptoms, often in stages
- Highly individual cases
- Social isolation
- No pharmacological cure for Alzheimer's Dementia

This Photo by Unknown Author is licensed under CC BY 2.0

HEALTH DISPARITIES AND DEMENTIA

- Higher dementia incidence, African-Americans and Latinx
- Co-existing medical conditions
- Genetic & societal risk factors
- Under-diagnoses
- Access to information
- Access to care
- Under-representation in clinical trials
- More caregiver burdens

Image: PD, agilemktg1 @Flickr.com

THE CAREGIVER COMMUNITY

Image: CCL, Fairfax County (VA) @Flickr.com

THE NEEDS OF PLWD

- Every person living with dementia is a different person
  - Person-centered care
- Many still living at home – thus coming to the library
  - What can we offer?

POSITIVE THERAPIES FOR PLWD

"Non-pharmacological interventions"

- Healthy lifestyle choices
  - Diet and exercise
  - Nutrition
- Mental stimulation
  - Brain training and puzzles
  - Reading
  - Creative engagement
  - Lifelong learning
- Social stimulation
  - Social networks
  - Connections to culture

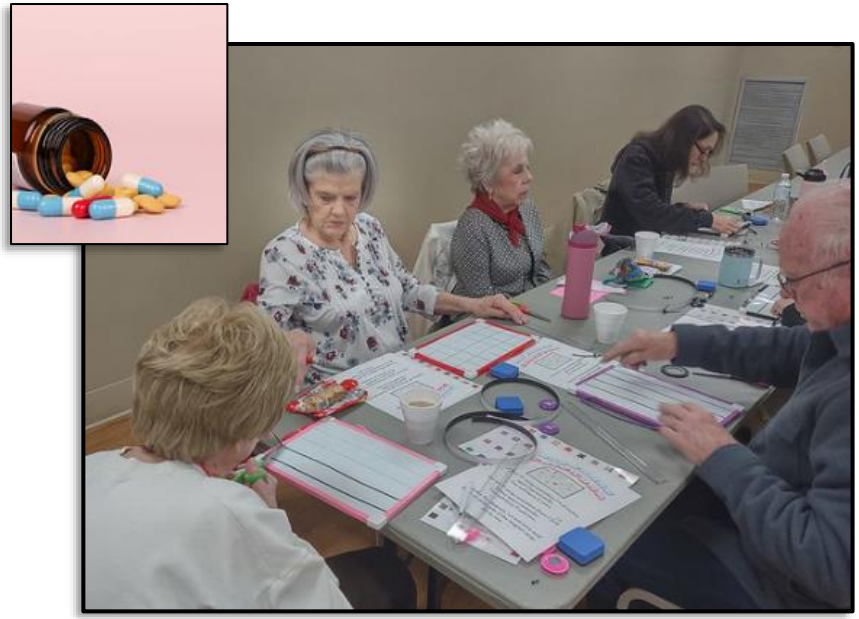


Image: CCL, Marco Verch @Flickr.com [adapted];
CCL, Birmingham Public Libraries @Flickr.com

OPPORTUNITIES FOR LIBRARIES!

Image: CCL, matthew venn @Flickr.com

PEOPLE LIVING WITH DEMENTIA, COMMUNICATION, AND LIBRARY CUSTOMER SERVICE

DEMENTIA WARNING SIGNS

1. Memory loss
2. Challenges in planning
3. Difficulty completing tasks
4. Confusion with time / place
5. Spatio-visual difficulty
6. Problems with words
7. Misplacing things
8. Decreased judgment
9. Withdrawal
10. Changes in mood

www.alz.org/10signs ; Image: CCL, Rick Obst

COMMUNICATION PATTERNS AND CHALLENGES

- Difficulty finding words
- Describing, not naming
- Repeating familiar words
- Losing a train of thought
- Reverting to native language
- Speaking less often
- Relying on gestures

Image: CCL, Puffin Ganin eltpics @Flickr.com

BEST PRACTICES FOR COMMUNICATION AND CUSTOMER SERVICE

- Make eye contact
- Get the person's attention before speaking
- Speak clearly and slowly
- Pay attention to body language
- Use simple language and repetition, to avoid confusion
- Use simple yes or no questions and allow them time to answer
- Include everyday topics in your conversation, such as the weather or familiar objects or subjects
- **Be calm, supportive, and positive!**

After IFLA, *Guidelines for Library Services to Persons with Dementia*, 2007

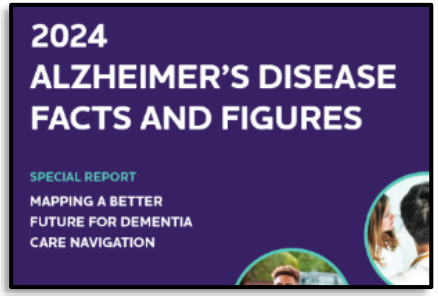
SPECIFIC CHALLENGING SITUATIONS

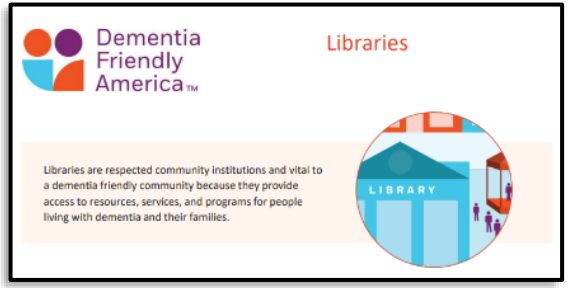
Image: CCL, Neil Moralee @Flickr.com

- Wandering
- Repeated questioning
- Sundowning
- Aggression
- Hallucinations
- Suspicions

STAFF DEVELOPMENT AND ENGAGEMENT

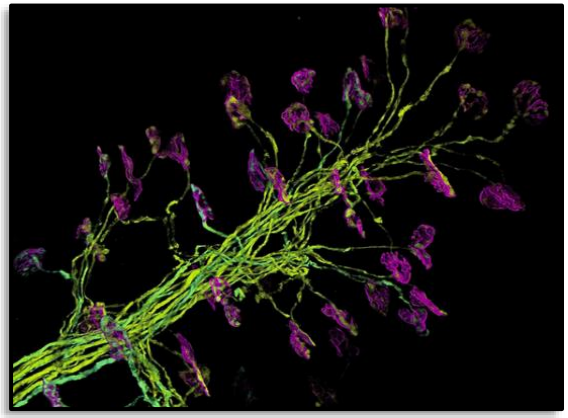
- www.alz.org
- www.dfamerica.org
- www.dementiafriendsusa.org
- www.daanow.org
- www.reimaginingdementia.com





PEOPLE LIVING WITH DEMENTIA AND LIBRARY REFERENCE SERVICES

MEDICAL INFORMATION NEEDS



Images CCL: Engineering @Cambridge; Craig Moe @Flickr.com

FINANCIAL INFORMATION NEEDS

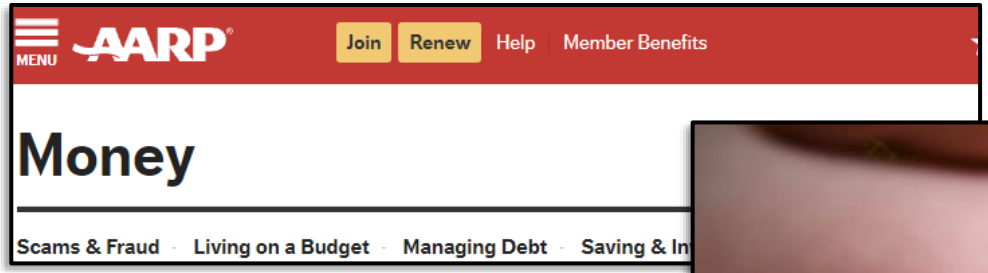


Image CCL: RikkisRefuge Other @Flickr.com

LEGAL AND ETHICAL INFORMATION NEEDS

AMERICAN BAR ASSOCIATION
Senior Lawyers Division

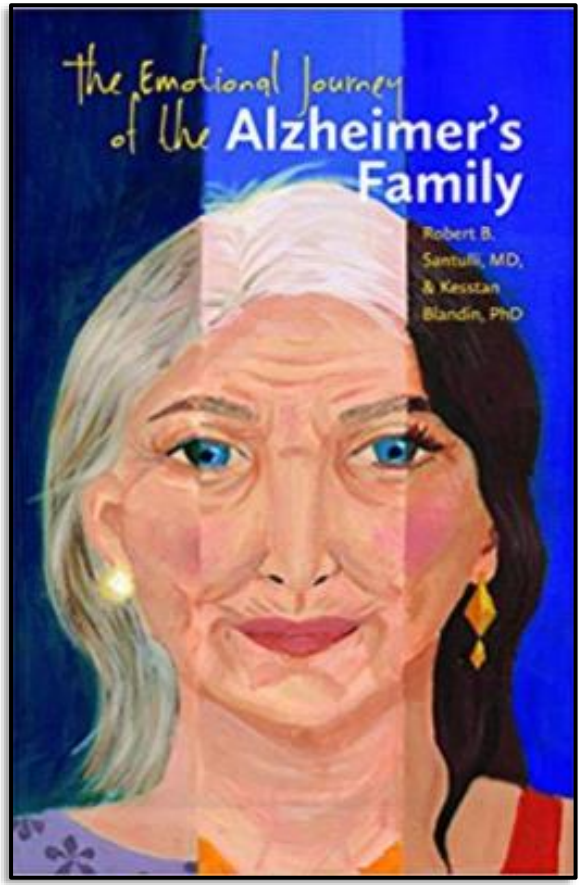
National Hospice and Palliative Care Organization

NAELA
National Academy of Elder Law Attorneys

www.NAELA.org; www.americanbar.org; www.nhpco.org

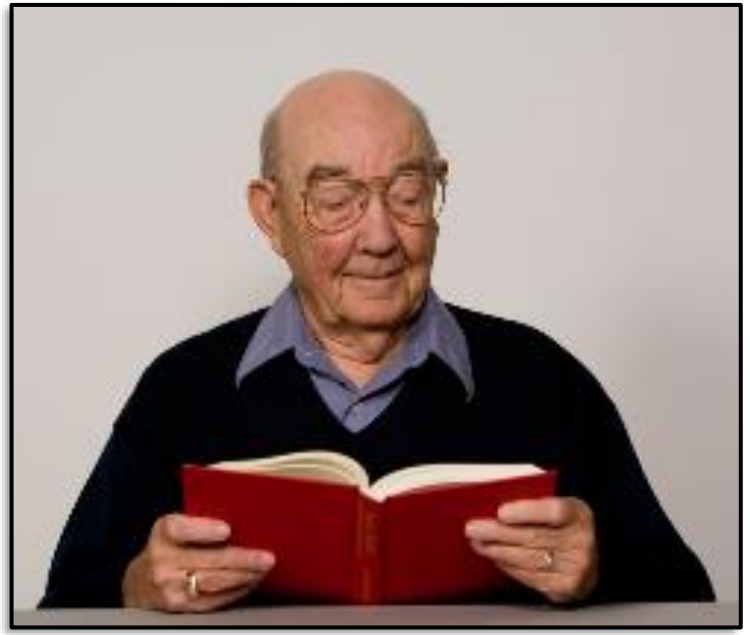
EMOTIONAL INFORMATION

- Understanding
- Compassion
- Communication
- Appropriate materials
- Appropriate programming



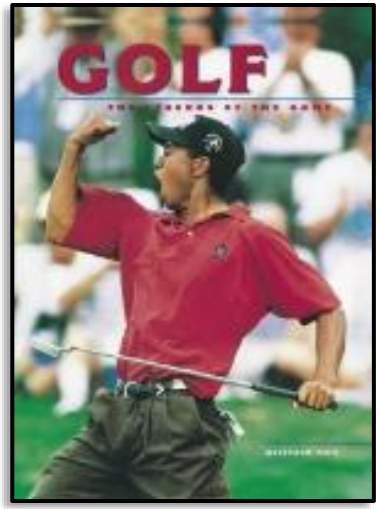
READING RESOURCES FOR PEOPLE WITH DEMENTIA

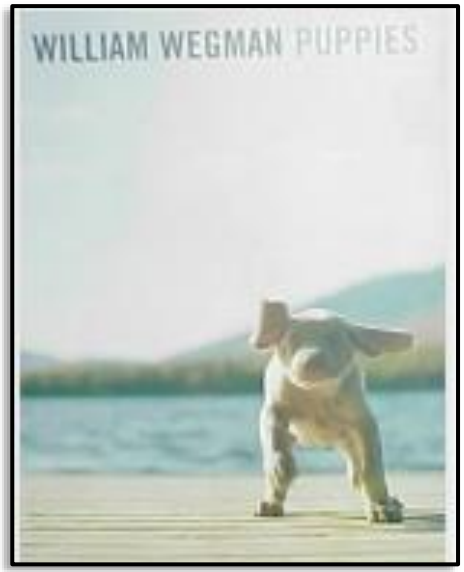
- Reading does not disappear with dementia!
- Positive therapies:
  - Active participation
  - Learning new information
  - Hobby reading
    - (even “The Classics”)
  - Shared reading

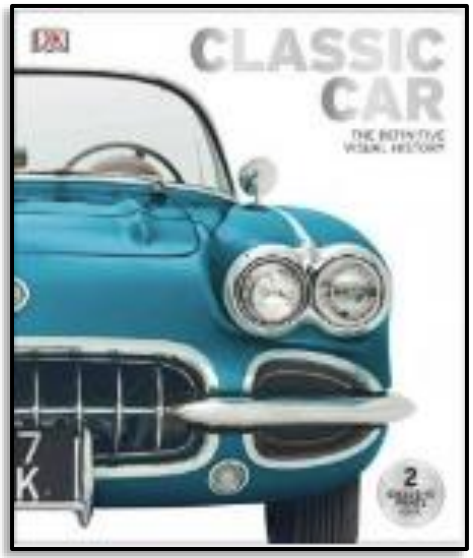


Images CCL: Moneterey Public Library @Flickr.com

MENTAL STIMULATION AND COLLECTIONS







PROGRAM IDEAS FOR MENTAL AND SOCIAL STIMULATION, AND LIFELONG LEARNING

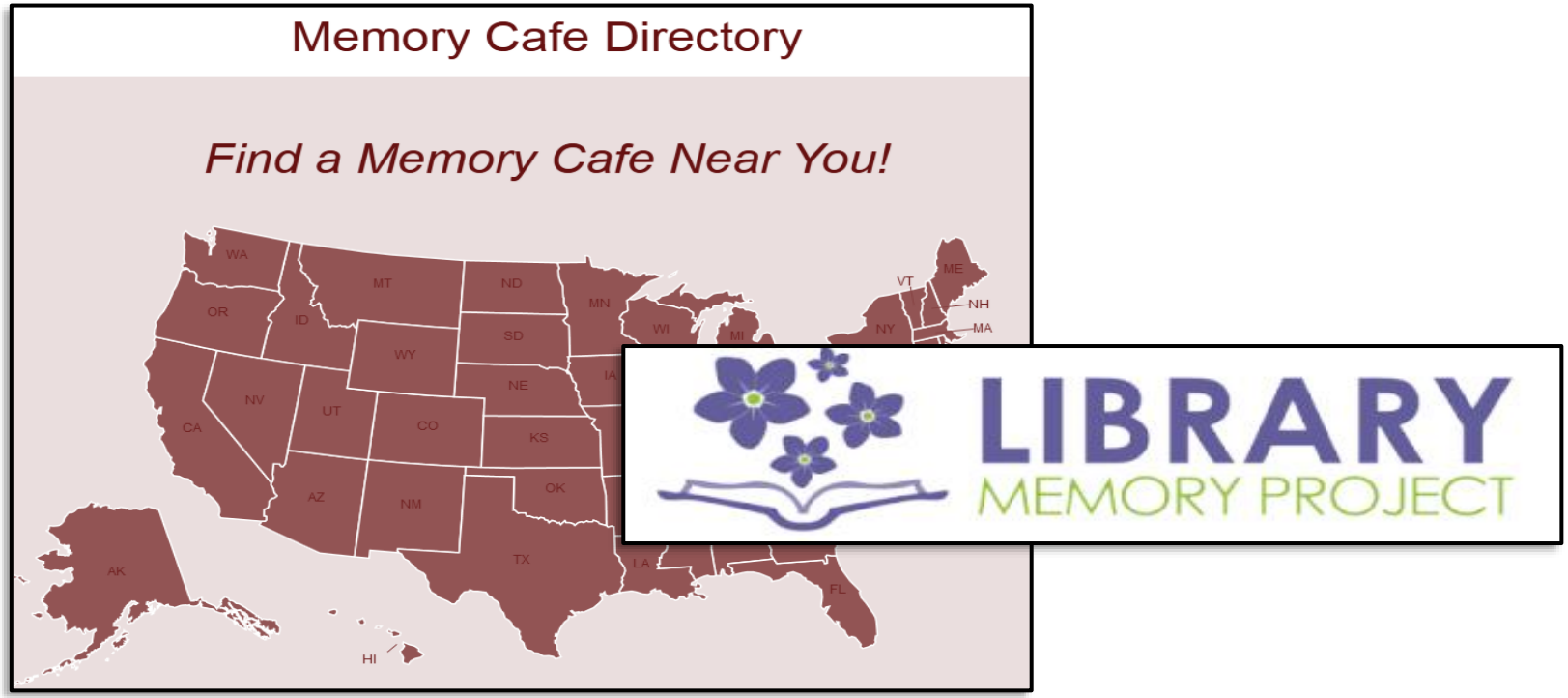
POSITIVE THERAPIES FOR PWD

"Non-pharmacological interventions"

- Healthy lifestyle choices
- Mental Stimulation
- Social Stimulation

Image: CCL, Sno-Isle Libraries @Flickr.com

MEMORY CAFÉS



http://www.librarymemoryproject.org
www.memorycafedirectory.com

TALES AND TRAVEL

CCL: http://talesandtravelmemories.com

ART AND MUSEUM PROGRAMS

https://www.columbusmuseum.org
www.moma.org/meetme

- Therapeutic effects
- Reminiscence kits
- Museum programs
- Alzheimer's Poetry Project
- Storytelling, dance, drama…

MENTAL STIMULATION AND MUSIC

- Therapeutic effects
- Concerts or sing-a-long events
- Music & Memory™

https://www.youtube.com/watch?v=fyZQf0p73QM ;
http://www.MusicandMemory.org

ALZHEIMER'S POETRY PROJECT

We Are Forget, by Gary Glazner

We are the words we have forgotten.
We are shifting and pacing.
We wrote this poem.
It's a pretty poem.
Can you bake a cherry pie?
Never more, never more.
We have no horizon.
We don't recall washing or eating
or what you just said.
Ask me my name.
Ask me if I have children?
You're a pretty lady.
You have beautiful eyes.
Wash me, put me to bed clean,
hold me as I fall asleep.

www.alzpoetry.org

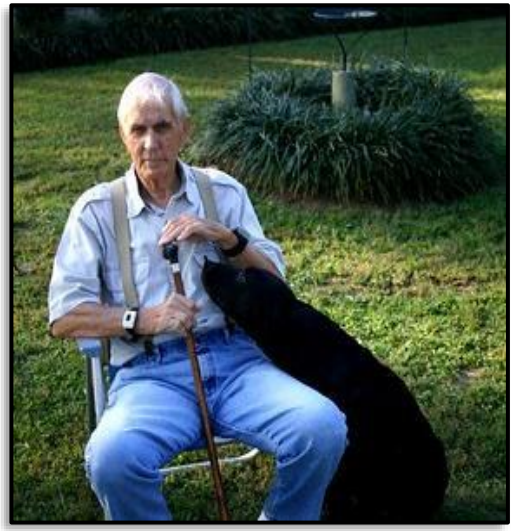
Give me a kiss, brush my hair.
You are my daughter?
Light washing over us moment,
moment.
You're a handsome man.
Our hand writing is beautiful
twists and loops of letters
we can't remember our hands.
Our ears are wishful
we can't remember our ears.
We can speak every language,
we can't remember our mouths.
We are porous.
We are the past.
We are forget.

GAMES AND TECHNOLOGY

- Health information games
- Games and puzzles
- Assistive technology
- Sensory spaces
- Mixed reality

Image: CCL, Stanley Zimny @Flickr.com
CCL, Robyn Jay @Flickr.com

Image: CCL, K-W Knitters Guild @Flickr.com
CCL, Michael Nutt @Flickr.com;



OTHER LIBRARY PROGRAMMING IDEAS

- Memory Connection Centers
  - Dementia info programs
- Memory Garden
- Meditation programs
  - Therapeutic effects
- Pets & stuffed animals

RESOURCES: PLWD AND LIBRARY SERVICES

- Dickey, T. J. (2020). Library dementia services: How to meet the needs of the Alzheimer's community. Bingley, UK: Emerald Publishing.
- RUSA, Guidelines for Library & Information Services to Older Adults (2017)
- IFLA, Guidelines for Library Services to Persons with Dementia (2007)
- ALA-ODLOS, Interest Group for Library Services for Dementia/Alzheimer's

RESOURCES: PLWD AND LIBRARY SERVICES

Other Staff Training Resources:

- Alzheimer's Association
- Dementia Friends USA
- Dementia-Friendly America
- Virtual Dementia Tour
- Caregiver Alliance
- Dementia Action Alliance
- Reimagining Dementia

RESOURCES: PLWD AND LIBRARY SERVICES

Bibliographies for Libraries:

Alzheimer's Fiction and Memoirs Bibliography

The Science of Alzheimer's Bibliography

Alzheimer's Caregivers Bibliography

Alzheimer's and Brain Awareness Month 2022

RESOURCES: PLWD AND LIBRARY SERVICES

Model Programs:

- Memory Cafés: Memory Café Directory
- Tales & Travel Memories
- Opening Minds Through Art
- Music & Memory
- MOMA Alzheimer's Project
- Alzheimer's Poetry Project
- TimeSlips

THANK YOU!

Timothy J. Dickey

tdickey@columbuslibrary.org
http://www.linkedin.com/in/timothyjdickey