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Postprint: UK Public Libraries Promoting Health Services for Vulnerable Groups

Authors: Liu Qianwen, Tan Dajun, Chen Yijin

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Abstract

[Purpose/Significance] Examining health promotion services for disadvantaged groups in UK public libraries can provide valuable references for Chinese libraries' health promotion efforts for similar populations.

[Method/Process] This study surveyed libraries across 23 administrative regions in the UK, employing website investigation, email consultation, and literature review to examine library services promoting health for disadvantaged groups, analyzing service targets and content, and conducting case studies of services for key populations.

[Results/Conclusion] The findings indicate that service targets are groups disadvantaged by illness and age, along with their supporters, with priority given to individuals with mental illness, dementia, cancer patients, and minors. Service provisions include information resources, activity programs, space services, and accessible information acquisition services. Service strategies encompass establishing resident health promotion as a library strategic objective, integrating into health service collaboration networks, segmenting service populations, and developing services for supporters of disadvantaged groups. Implications for Chinese public libraries are proposed.

Full Text

A Study of UK Public Library Health and Well-being Services for Vulnerable Populations

Liu Qianwen, Tan Dajun, Chen Yijin School of Economics and Management, South China Normal University, Guangzhou 510006

Abstract: [Purpose/Significance] This study examines UK public library health promotion services for vulnerable populations to provide reference for Chinese libraries. [Method/Process] We selected public libraries in 23 UK

administrative regions as survey subjects, using website investigation, email consultation, and literature research to examine library services promoting vulnerable population health, analyzing service targets and content, and conducting case studies of key groups. [Result/Conclusion] The survey found that services target populations disadvantaged by disease and age, as well as their supporters, with priority given to mental illness patients, dementia patients, cancer patients, and minors. Service contents include information resources, activity programs, space services, and barrier-free information access. Strategies include establishing resident health promotion as a library strategic goal, integrating into health service collaboration networks, subdividing service groups, and developing services for vulnerable group supporters. Implications for Chinese public libraries are proposed.

Keywords: UK; public libraries; vulnerable populations; health and well-being services **Classification Number:** G252 **DOI:** 10.13266/j.issn.0252-3116.2021.13.012

1.1 Research Background

In medical research, vulnerable populations refer to groups in communities requiring careful attention and additional protection, including minors, older adults, pregnant women, refugees, and people with specific diseases [?]. In recent years, domestic and international health strategies have focused on vulnerable groups, aiming to narrow basic health level differences among populations and achieve health for all [?]. As cultural facilities upholding principles of equal service and social inclusion, public libraries provide information services and social education to the public, playing an important practical and strategic role in providing health information and health promotion activities for vulnerable populations.

UK public libraries have established resident health promotion as strategic development goals to help address social isolation, community fragmentation, poor health conditions, and eliminate health inequalities [?]. Under this strategic guidance, libraries prioritize health promotion services for vulnerable groups, creating recognized and effective services such as reading therapy prescription books and Macmillan cancer information. In 2017, Arts Council England (ACE) and the Association of Senior Children's and Education Librarians (ASCEL) referenced UK health policies to compile public library health promotion service reports for older adults and minors to guide practice [?]. Under China's Healthy China 2030 strategy, Chinese public libraries have increased awareness of national health promotion, with flourishing health services, but classification of service targets remains insufficiently detailed, and services for vulnerable groups lack adequate attention [?]. Compared with general populations, vulnerable groups have more urgent but easily overlooked health needs. How to develop health promotion services for vulnerable groups and contribute to national health should be an important proposition for the library profession.

1.2 Literature Review

In February 2021, we searched Web of Science, Taylor & Francis, Emerald, and ProQuest Research Library databases using “librar” AND “health OR wellbeing OR wellness” AND “vulnerable OR disadvantaged OR mental OR children OR teenager OR elder OR old OR autism OR dementia OR diab” in abstracts or subject terms, obtaining 65 relevant English-language documents after deduplication and screening. Research covers minors, older adults, immigrants, rural residents, mental illness patients, sexual minorities, homeless people, and other groups. Main research contents include: (1) The role of public libraries in promoting vulnerable population health. B.S. Jean et al. identify libraries as practitioners of health equity [?]; M.A. Simon et al. argue that public libraries provide safe venues and services, playing important roles in health promotion for neglected groups [?]. (2) Health information needs and behaviors of various populations. For example, E. Yoo-Lee and R. Tamara used questionnaires to examine Hispanic Americans’ health information needs in digital healthcare environments and their use of public libraries to obtain health information [?]. (3) Health information services research. M.G. Flaherty used field interviews and telephone surveys to investigate health information consultation services in two rural library systems [?]; J.M. Muellenbach studied a mental health information project jointly established by Geisinger Commonwealth School of Medicine and Lackawanna County Library [?]. (4) Impact assessment of libraries on vulnerable population health. A.U. Morgan et al. evaluated how ten service programs at Philadelphia libraries affect users’ social determinants of health, demonstrating through interviews with librarians and residents that libraries provide health support for vulnerable groups and contribute to population health improvement [?].

In February 2021, we also searched CNKI using “library” AND “health” AND “vulnerable + psychological + children + minor + old + elder + autism + dementia + disability” as subject terms, obtaining 48 relevant Chinese documents after deduplication and screening. Research on vulnerable populations primarily focuses on minors, with some involving older adults. Main contents include: (1) Theoretical analysis of the significance, advantages/disadvantages, measures, and strategies of public library health promotion services for vulnerable groups [?]; (2) Case studies, such as Huainan Library’s mental health support services for internet-addicted adolescents [?]. Overall, domestic and foreign scholars mostly study single population types, with few comprehensively examining the current state of public library health promotion services for vulnerable populations and summarizing service models and strategies. Therefore, this study investigates UK public library health promotion services for vulnerable populations and proposes strategies to provide reference for Chinese public libraries.

2 Research Design and Findings

2.1 Data Sources and Research Methods

In the UK, local governments typically manage libraries and publish library service information on corresponding government websites. The UK comprises England, Scotland, Wales, and Northern Ireland. England has five administrative region types: 55 unitary authorities, 32 London boroughs, 36 metropolitan districts, 26 counties, and 192 districts under counties [?]. Except for district libraries managed by counties, the other four region types have government agencies that fund and operate libraries and publish service information on government websites. Scotland and Wales have 32 and 22 unitary authorities respectively, whose government agencies also fund and operate libraries and publish service information, while Northern Ireland has Libraries NI 统一管理图书馆及发布服务信息. Considering Northern Ireland's library management and operation differs significantly from other UK regions, this study examined libraries in England, Scotland, and Wales, selecting the top 25% of administrative units by population from England's four library-operating unit types, including 14 unitary authorities, 8 London boroughs, 9 metropolitan districts, and 7 counties. We similarly selected the top 25% of unitary authorities in Scotland (8) and Wales (6), totaling 52 administrative unit websites as survey samples.

We first employed website investigation. From May 1 to July 15, 2020, we followed the sequence of administrative unit government homepage → (leisure/community life or library/archives section) → library → health-related module to identify health-related columns, supplemented by keyword searches for “library” AND “health” or “wellbeing” on government webpages. Data were reviewed and supplemented in September. Note that some government websites do not publish library service information but provide relevant links where service information can also be obtained. The investigation found that 23 administrative regions had established library health promotion service columns, accounting for 44% of all administrative regions. Column names varied, with “Health (health and wellbeing)” being most common (7), followed by “Health Resources (health and wellbeing resources)” (3), plus “Health Information (health and wellbeing information)” and “Libraries for Health and Wellbeing.” We obtained detailed information about vulnerable population health promotion services from these columns.

Second, we used email consultation. In August 2020, we retrieved 13 administrative region library email addresses from the 23 administrative unit webpages and sent emails inquiring about vulnerable population health service targets and contents. We obtained information about vulnerable group types and service projects from six administrative region libraries (Norfolk, Dorset, Shropshire, Nottingham, Aberdeen, and Birmingham) to supplement web survey data.

Third, we employed literature research, referencing four government and library association reports: *Public Library Activity in the Areas of Health and Wellbeing* [?], *Public Libraries in Wales: Health, Wellbeing and Social Benefits* [?], *The*

First Incomplete Guide to Wellbeing in Libraries [?], and *Health on the Shelf: Health and Wellbeing in Public Libraries in Scotland* [?] to supplement and verify data.

2.2 Survey of UK Public Library Health Promotion Services for Vulnerable Populations

We organized and analyzed survey data, presenting service targets and contents of health promotion services in 23 administrative region libraries in Table 1 .

3 Analysis of Services for Vulnerable Populations

3.1 Client Analysis

The original intention of library health promotion services is to support users in accessing health information and participating in related activities to improve their health levels. Services must be user-centered, making client analysis essential. UK public libraries in the 23 administrative regions primarily serve three categories:

First, populations disadvantaged by disease, including mental illness, dementia, autism, chronic disease, cancer patients, and visual/hearing/reading disability groups. Libraries provide disease-related information, wellness activities, and friendly spaces based on their health needs. For specific users such as visual, hearing, and reading disability groups with information access barriers, libraries provide special-format resources and assistive reading facilities.

Second, populations disadvantaged by age, including minors and older adults. The physiological, emotional, and social development of minors aged 0-18 is complex and diverse, requiring health support service programs to consider these characteristics [?]. UK public libraries typically subdivide minors by age, providing health information services according to each age group's physiological, psychological, and social development patterns. Due to older adults' degenerating visual/auditory organs and motor functions, libraries provide special-format resources or home services to support their reading and offer social activity programs to reduce loneliness.

Third, social supporters of vulnerable populations, including medical professionals, family members, caregivers, and relatives/friends. Supporters need relevant health knowledge due to their treatment and caregiving relationships with vulnerable groups and face mental stress from investing substantial time and energy. Therefore, libraries also provide information services supporting their physical and mental health.

3.2 Service Content Analysis

3.2.1 Developing Health-Themed Information Resources To help vulnerable populations master health knowledge, understand and manage their

health, public libraries provide health-themed information resources.

(1) By carrier format: Libraries provide multi-carrier information resources, mainly print books, e-books, audiobooks, and webpage resources.

(2) By subject content: Libraries subdivide service targets and enhance information relevance and effectiveness based on various populations' potential health threats and supporters' duty-related needs. For example, Aberdeen City Library considers new challenges minors may face at different life stages, including starting school, parental divorce/separation, new siblings, disabilities, and reading disorders, providing themed books to help them understand, accept changes, and safely transition. For their parents and caregivers, libraries provide parenting books and information literacy resources.

(3) By information source: There are three sources: (1) Libraries build collections referencing high-quality health-themed bibliographies from authoritative bodies, such as using The Reading Agency's Reading Well Books on Prescription list [?] to build reading therapy collections; (2) Inviting experienced institutions/organizations to select books, such as Aberdeen City Library creating the "a book might help" collection with help from Duke of Edinburgh's Awards winners [?]; (3) Supporting reader recommendations, such as Dorset Library adding books recommended by readers missing from existing collections.

3.2.2 Providing Barrier-Free Information Access Services Reading Agency research finds that reading can enhance empathy, improve relationships, reduce depression symptoms, and increase wellbeing [?]. Therefore, eliminating reading barriers and improving reading experiences for groups with access/reading difficulties is an important aspect of library health promotion.

Libraries provide barrier-free format resources: (1) Considering visual impairments and age-related vision decline, they universally provide large-print books, audiobooks, and Braille; (2) For dementia patients, they provide memory kits, memory packs, and memory boxes containing pictures, music, poetry, and puzzles to stimulate senses, help recall memories, enjoy reading, and delay memory loss.

Libraries install assistive facilities and equipment. For example, Surrey Libraries provide large-screen monitors, large keyboards, and NVDA screen reader software for visually impaired people to access online information, and configure hearing loops in libraries to support hearing aid users [?].

Libraries issue special reader cards and establish special borrowing systems. For example, Cornwall Libraries issue barrier-free reader cards for visually impaired, reading-disabled, and other disabled people who have difficulty reading print books. Cardholders can reserve and borrow audiobooks, CDs, and DVDs free of charge with reduced overdue fines [?]. For populations unable to visit due to health issues and their caregivers, libraries provide mobile library services and regular home visits to help them access resources.

3.2.3 Conducting Health Promotion Activity Programs UK public libraries regularly hold health promotion activities for vulnerable populations, which can be divided into five types:

(1) Reading groups. Public libraries use their venues and collections to conduct reading group activities for mental illness, dementia, chronic disease patients, older adults, and caregivers, aiming to use reading as an intervention to reduce social isolation and help them integrate into society. Reading group activities are frequent and widespread, with regular meetings, voluntary participation, often accompanied by tea, coffee, and snacks in a free and pleasant atmosphere [?]. Participants can share reading experiences and make friends. For example, funded by the Big Lottery Company, the Reading Agency, Scottish Book Trust, and Literature Wales use libraries as venues for Reading Friends activities, gathering older adults to share reading experiences and stories [?].

(2) Consultation and health checks. Medical institutions and charities use libraries as relaxed service venues to regularly provide drop-in consultation activities for mental illness, cancer, and autism, as well as health check services for infants, older adults, and visually impaired people. Many UK regions provide infant health check services in libraries, where experts check infants' health for free and provide health information and advice, sometimes requiring advance booking, and may also offer infant self-weighing services.

(3) Exercise and leisure activities. Libraries provide exercise and fitness activities for children and dementia patients, encouraging active participation and healthy lifestyle habits. They also conduct coloring, knitting, coffee and chat activities for dementia patients and caregivers to help release stress. For example, Norfolk Libraries conducted hula hoop challenges and "smoothie bike" activities to address rising childhood obesity rates, and adult coloring activities to promote residents' mental health [?].

(4) Providing health supplies. Partners freely distribute health supplies needed by hearing-impaired groups, older adults, etc., in libraries, including hearing aid batteries, non-slip slippers, and walking stick ferrules. For example, Essex Hearing Aid Assistance conducts drop-in hearing aid checks in some libraries, collecting old batteries and distributing new ones [?].

(5) Health activities for vulnerable population-related commemorative days. Libraries conduct health-themed activities on specific days to raise health awareness among vulnerable groups and increase community understanding and care. For example, Welsh libraries collaborate with Mind, Time to Change Wales, and Samaritans to encourage people to try new things on "Blue Monday" to improve physical and mental health; they cooperate with Alzheimer's Society to promote dementia group resources and activities during "Dementia Action Week" [?].

3.2.4 Providing Health Promotion Space Services UK public libraries set up physical spaces for storing health-themed resources and conducting re-

lated services by librarians and volunteers. Many libraries provide cancer information and support services in partnership with Macmillan Cancer Support (MCS), typically in three types of spaces: in-library information points, library drop-in spaces, and off-site information hubs [?]. These three space types differ in information resources and services provided, with larger spaces offering more resource and service types. Taking Glasgow as an example, library information points display small amounts of cancer information, with trained librarians introducing services provided by Macmillan volunteers; library drop-in spaces display more cancer books and pamphlets, with volunteers and librarians providing drop-in consultation and listening services and helping find online information; besides all the above services, information hubs also have independent private spaces and cooperate with Cancer Support Scotland to provide alternative therapy and professional consultation services [?].

Libraries create friendly spaces for dementia, autism, and mental illness patients based on their special needs regarding environment, facilities, information resources, and service staff to facilitate full library utilization. For example, Wiltshire Libraries prepare library use guides for autism patients, with librarians designing library tour processes and reserving quiet spaces, providing autism-appropriate books, multi-sensory storybooks, and webpage resources to create autism-friendly libraries [?].

3.3 Case Studies of Health Promotion Services for Priority Client Groups

Our web survey and email consultation found that over half of libraries provide health promotion services for mental illness, dementia, chronic disease, cancer patients, and minors. Four reports frequently mentioned mental illness, dementia, cancer patients, and minors as priority service targets. This article further analyzes four administrative region libraries that provide rich and diverse services for priority groups with good service benefits and influence, whose service experience has demonstrative effects.

3.3.1 Nottingham City Libraries: Promoting Mental Health One-quarter of English people experience mental health problems annually, and one-sixth weekly [?], indicating a large number of mental illness patients in the UK. Nottingham City Libraries focus on mental illness patients, providing friendly environments, specialized information resources, and activity programs: (1) Designating health librarians and providing mental health training and activities for all service staff to create a friendly service environment; (2) Providing reading therapy books and webpage resources, including NHS applications and national mental health information webpage resources integrated during COVID-19; (3) Conducting mental health-supporting activities such as infant and caregiver song/rhyme appreciation, reading groups, and knitting groups, and holding activities and seminars on Nottingham Mental Health Awareness Week [?]. To conduct diverse services and ensure effectiveness, libraries cooper-

ate closely with national and local cross-sector partners and conduct long-term service evaluations. Taking reading therapy books as an example, the project was developed by the Reading Agency, Library Association, etc., with libraries cooperating with Nottingham City Clinical Commissioning Groups, GPs, and mental health specialists to develop local reading therapy book projects. The project's developed tracking system accurately records therapy book borrowing data for trend analysis [?].

3.3.2 Norfolk Libraries: Promoting Dementia Patient Health Over 850,000 people have dementia in the UK, with one in fourteen people over 65 and one in six over 80 affected. Patients experience progressive problems in memory, thinking, mental state, language, comprehension, and judgment, eventually losing communication and self-care abilities [?]. Reading can effectively reduce brain damage from aging, making libraries key institutions for promoting dementia patient health [?]. Norfolk's aging speed exceeds the UK average [?], so the county library collaboratively responds to challenges. At the policy level, library service policies tilt toward vulnerable older adults, promoting their wellbeing and helping them stay healthy and independent [?]. At the practice level, Norfolk Libraries jointly provide comprehensive services for patients and caregivers with public health agencies, professional associations, charitable organizations, companies, and prisons: training librarians as Dementia Friends; providing reading therapy books and other dementia-themed books, memory kits, and free caregiver training on using memory kits; conducting cognitive stimulation therapy and shared reading group activities; building specialized information centers and providing safe places [?]. The cognitive stimulation therapy project won the CILIP Libraries Change Lives Award in 2017, with project leaders sharing service experience and encouraging other libraries to conduct similar programs [?].

3.3.3 Surrey Libraries: Promoting Minor Health Minor health is a priority in UK NHS policy, with ensuring every child has the best possible start in life being a core goal of Public Health England [?]. Surrey Libraries analyzed community population distribution and health status, identifying children and adolescents and health/wellbeing as priority population and community needs, incorporating them into the *Library and Cultural Services Strategy 2020-2025* [?]. Under this strategic guidance, libraries invested resources in developing minor health promotion services. Their collections are distinctive, dividing minors by age into young children and adolescents, providing picture books about the world for the former and life help books for the latter. For adolescents potentially facing domestic violence, bereavement, drug/alcohol/gambling issues, autism, sexual minority issues, self-harm, and higher education/career challenges, libraries provide themed books. For parents and caregivers, they provide family and interpersonal relationship, foster care, and adoption books. Libraries also issue special reader cards for toddlers, children, and 16-17-year-old adolescents [?].

3.3.4 Glasgow Libraries: Promoting Cancer Patient Health NHS indicates cancer is a common disease, with half of people developing some form of cancer in their lifetime [?]. Based on cooperation among NHS Greater Glasgow and Clyde, Glasgow City Council, and the Scottish Alliance, and led by Glasgow Libraries and MCS [?], Glasgow became the first UK region to provide cancer information and support services in libraries' safe and friendly environments, offering information, holistic needs assessment, health advice, and professional alternative therapy and drop-in consultation services provided by Scottish cancer support charities. Besides providing all the above services in libraries, they also conduct related activities in hospitals, health centers, and other community venues. In addition to extensive partnerships, we believe another key to Macmillan cancer services' success is systematic service evaluation. The Macmillan @ Glasgow Libraries project conducts evaluations every one to two years and publishes stage reports using multiple evaluation methods, including interviews, focus groups, and online surveys with partners, stakeholders, librarians, volunteers, and users, assessing service progress, goal achievement, service integration into existing operations, partnerships, service awareness, and quality, and proposing systematic development recommendations based on evaluation results [?].

4 UK Public Library Strategies for Promoting Vulnerable Population Health

4.1 Establishing Resident Health Promotion as National and Regional Library Strategic Goals

UK national and regional health strategies focus on poor health issues, are dedicated to bridging health gaps, and emphasize cross-sector cooperation and broad participation. As community cultural and information centers, public libraries coordinate with health strategies, participate in health construction, and elevate it to strategic importance. At the national level, England and Scotland establish health promotion and elimination of health inequalities as public library strategic goals. At the regional level, libraries reference regional health strategies and population health status to identify health promotion goals or development outcomes, possibly reviewing previous achievements, detailing specific actions, and establishing evaluation content. For example, the *Shropshire Library Services Strategy 2018-2023* identifies promoting community health as a development outcome, detailing actions: providing professional health resources, cooperating with health partners, expanding volunteer services, and proposing review standards [?]. Many regional library strategies also tilt toward vulnerable groups, such as Norfolk and Surrey.

4.2 Leveraging Information and Space Advantages to Integrate into Health Service Collaboration Networks

Under health strategy deployment, UK regions build extensive health service cooperation networks incorporating cross-sector forces. Public libraries participate in cooperation using health information and space resource advantages to collaboratively promote resident health. Current library partners are numerous, including national-level partners such as MCS, NHS, and Alzheimer's Society, and regional partners including local authorities, public health agencies, sports and leisure institutions, arts and cultural institutions, educational institutions, charitable organizations, professional associations, and companies. Libraries maintain stable cooperative relationships, basically over one year [?], and establish cooperative guarantee systems through strategic planning for sustainable development. Scotland published *A Collective Force for Health and Wellbeing* in 2019, implementing strategic partnerships and roles among public, school, and NHS libraries, health and care departments, and Scottish Health and Social Care Alliance, establishing cross-agency steering groups and action plans for health and social care priorities, including supporting vulnerable groups [?].

4.3 Subdividing Service Groups and Attending to Supporters' Physical and Mental Health

Different populations exhibit different physiological and psychological characteristics, encountering different troubles and obstacles in life. Providing corresponding services by dividing populations can targeted promote health. Moreover, vulnerable populations face more health threats, making personalized services a prerequisite for eliminating health inequalities and addressing poor health. Based on this, UK libraries subdivide service groups by age and disease, focusing on minors, older adults, and dementia patients, providing specialized information, activities, spaces, and information access services. Given that caregivers, medical staff, parents, and relatives/friends are long-term supporters of vulnerable populations with high risks of physical and psychological diseases, public libraries also develop extended services for supporters to better support vulnerable groups. For example, Wiltshire Libraries provide reading therapy books for caregivers to help them understand care recipients and nursing matters, provide inspirational books to support them through difficult times and handle negative emotions, issue caregiver reader cards with extended borrowing periods, provide drop-in borrowing and home delivery services, and conduct reading sharing groups to improve mental health status [?].

4.4 Conducting Scientific Evaluation of Health Promotion Services

The UK evaluates health promotion services from multiple perspectives, providing libraries with evidence to demonstrate their contribution to resident health to the public, government, or other social institutions and to secure external support and cooperation. Existing evaluations use quantitative and qualitative methods including data analysis, online surveys, questionnaires, interviews,

and focus groups. Common evaluation contents include collection circulation, activity participation numbers, service awareness and impact, primarily from service participants' perspectives and also from service institutions and personnel perspectives. For example, larger projects with multiple participants such as Macmillan Cancer Information and SLIC-funded health services [?] specifically hire research institutions or assign dedicated personnel from partners to form evaluation teams. From multiple perspectives including staff, volunteers, partners, and stakeholders, evaluation covers service development history, goal achievement, service integration into current operations, partnerships, service awareness and impact, funding, and other aspects, aiming to comprehensively reveal current service progress, obstacles, advantages, and propose scientifically feasible development recommendations.

4.5 Emphasizing Service Case Studies and Model Promotion

UK public library health promotion services for vulnerable populations have generated significant social benefits, with governments and professional organizations researching and promoting excellent service projects: (1) Showcasing cases. For example, the UK government established “Libraries Shaping the Future: Toolkit and Case Studies” webpages detailing key library projects promoting dementia and mental illness patient health, including project descriptions, outcomes, and lessons learned [?]. (2) Producing service reports. As mentioned earlier, from 2010-2020, the UK government and professional organizations published four reports on health promotion, presenting numerous service examples for vulnerable groups covering service background, cooperation, implementation processes, and evaluation. (3) Establishing service awards. The CILIP Libraries Change Lives Award selects health promotion services that support local challenges including dementia, autism, visual impairment, domestic abuse, and mental health issues. Award-winning libraries receive interviews to share service projects and experience.

5 Implications for Chinese Public Libraries

5.1 Subdivide Service Groups and Center on Various Populations' Health Needs

Currently, Chinese public libraries provide assistive reading equipment, special-format resources, special reader cards, and home services for older adults, minors, and visually impaired groups; conduct reading activities; provide health lectures and disease prevention consultations for residents, mostly targeting older adults, minors, and women; conduct themed activities on Disabled Persons' Day and Blind People's Day; set up health-themed book displays; and create friendly spaces for older adults, minors, and visually impaired groups. Notably, Hangzhou has established health and sports-themed libraries, building health and sports-themed collections, providing testing services and health guidance, sports experience service projects, and creating sports experience spaces.

This shows Chinese libraries have made considerable efforts in promoting resident health, emphasizing health education and supporting vulnerable groups' reading to promote their health. Regarding service targets, both Chinese and UK libraries divide groups by age and disease, but UK subdivision is more detailed, especially for minors. Chinese libraries can reference ASCEL's *Developing a Children and Young People's Strand of the Universal Health Offer*, which divides minors by cognitive, physical, emotional, language/communication, information literacy, and social development into early years (pre-birth and 0-4), children (5-11), and young people (11-18) [?]. After subdividing service groups, Chinese libraries can reference UK approaches by analyzing community population and health data to focus on groups with large populations and strong health needs, mainly providing health-themed information resources and support services according to each group's physical, psychological, and social development needs to improve service effectiveness.

5.2 Develop Health Promotion Services for Vulnerable Population Supporters

Vulnerable population health is closely related to their supporters (family, relatives, caregivers, medical personnel), who themselves face high health risks. Chinese public libraries provide considerable services for parents, helping them understand children, develop family education skills, and promote their own health. For example, Chongqing Hechuan District Library, cooperating with Zhenghao Psychological Counseling Co., Ltd. and Jiangbei Zhengxin Family Education Development Service Center, established a "Mental Health Growth and Development Center," combining reading with mental health and growth education, using books as carriers to long-term hold reading salons, lectures, and group psychological counseling activities for parents and children [?]. However, Chinese libraries pay less attention to other supporters such as patient caregivers and medical personnel, who actually also need library support services. We suggest libraries provide information resources needed for nursing and healing vulnerable populations, and for supporters unable to visit, conduct home services and extended borrowing periods, provide health knowledge lectures, reading activities, and social/stress-relieving activity programs.

5.3 Strengthen Libraries' Health Promotion Role in Cross-Institutional Cooperation

Under the Healthy China strategy, libraries have opportunities to expand and deepen cooperation and services. Currently, Chinese public libraries have established extensive partnerships with government departments, medical institutions, societies/associations, commercial institutions [?], educational institutions, and community organizations, mostly with partners conducting lectures and clinics in libraries. We believe libraries can further leverage their health information resources and service space advantages and roles in cross-institutional cooperation, tap into the potential to promote health, demonstrating libraries'

role in promoting resident health management and improving community health levels. Specific operations include: focusing on building health-themed information resources and fully utilizing them, embedding health information into themed lectures, using them for reading activities and promoting them to partners to assist their health-related activities; leveraging libraries as friendly service venues to support partners in distributing health supplies, conducting consultations and health checks, and exercise activities in libraries.

5.4 Emphasize Evaluation of Health Promotion Services

Chinese public library health promotion services are flourishing but rarely focus on service evaluation. Besides using data analysis to examine health-themed collection circulation and lecture/clinic participation trends, libraries can also use questionnaires, interviews, and focus groups to survey service participants, evaluating service validity and impact, exploring reasons for user participation, service improvement needs, and timely summarizing advanced service experience. For large projects with multiple partners, dedicated evaluation teams can be formed by each partner or external evaluation teams hired to conduct regular evaluations from multiple perspectives including users, community residents, partners, stakeholders, and service personnel, assessing project progress, preset goal achievement, service awareness and impact, impact on existing operations, and thereby indicating future development trends and proposing effective strategies to create brand services with good economic and social benefits.

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UK Public Library Health and Well-being Services for Vulnerable People Liu Qianwen, Tan Dajun, Chen Yijin School of Economics and Management, South China Normal University, Guangzhou 510006

Abstract: [Purpose/Significance] This paper studies UK public library health and well-being services for vulnerable populations to provide reference for Chinese libraries. [Method/Process] Selecting public libraries in 23 UK administrative regions as survey samples, this article used website survey, email survey, and literature research method to investigate their health and well-being services for vulnerable populations, analyzed clients and service contents, and used case analysis method to study health and well-being services for main client groups. [Result/Conclusion] The survey found that vulnerable people who UK public libraries provide health and well-being services to are those who are disadvantaged due to disease and age, as well as their supporters. Priority clients are people suffering from mental illness, dementia, cancer, and minors. Service contents include information resources, activities and spaces that promote health and well-being and barrier-free reading services. It finds out that firstly UK public libraries set health promotion as strategy aims of national and regional public libraries. Secondly, UK libraries join the health service network. Thirdly, libraries provide services catering on vulnerable clients’ health needs. Next, libraries subdivide service groups and develop services for supporters of vulnerable groups. Finally, the article puts forward suggestions for public libraries in our country.

Keywords: UK; public libraries; vulnerable people; health and well-being services

Note: Figure translations are in progress. See original paper for figures.

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