109年度失智友善資源整合計畫 6月份文獻摘譯

文章	**Memory Cafés and Dementia-Friendly Libraries:** **Management Considerations for Developing Inclusive Library Programs** 記憶咖啡館和失智友善圖書館：發展失智友善涵容圖書館計劃的管理考量要點
目標	● 隨著失智人口逐年增加的趨勢,圖書館的角色及其服務的因應。 ● 介紹美國圖書館創建記憶咖啡館(Memory Café)的規劃管理考量要點。強調了如建立社區合作夥伴,預算,規劃,圖書館員工培訓和市場營銷等面向。
前言	● 許多社區正在研究創造失智友善環境空間的方法,以豐富失智者的生活。「失智友善的圖書館」特別應包含其中,因為圖書館安全和開放友善的特點。美國的失智友善圖書館運動呼應多元,涵容和尊重每個人的原則。 ● 隨著失智(含阿茲海默)人數增加的趨勢,社區中的圖書館也相應地作出努力來支援滿足社區這類增加人口的需求。 ● 公共、學術或醫學圖書館扮演重要的角色。許多的圖書館推出大小規模不一的失智友善活動。公共圖書館活動範例如：舉辦支援團體座談、團體故事分享、照顧者有關議題演講和寵物治療。本文特別關注其中一種被稱為記憶咖啡館的活動,並強調了發展這計劃的管理注意事項。
方法	以在美國馬薩諸塞州(Massachusetts) Shrewsbury 鎮的公立圖書館為例說明圖書館規劃記憶咖啡館的管理考量要點與詳情。
文獻內容	● 記憶咖啡館活動概說 ● 美國 Shrewsbury 公立圖書館的記憶咖啡館活動 ● 創建記憶咖啡館的管理考量要點: 詳情見下一欄。 ● 結論
詳情--圖書館規劃記憶咖啡館(Memory Café)的管理考量	**1. 界定需求:** 在評估新的圖書館專案活動時, 需求的評估是重要的。包含中央及地方層級的評估。圖書館應考量失智人口的比例分佈對服務所在社區及圖書館本身的影響。新的活動或創新的服務規劃應確保含括這一族群的民眾。 **2. 建立社區網絡:** ● 社區合作夥伴,包括老年專家,當地的老年護理機構和失智症研究組織,他們可以在開始製定記憶咖啡館計劃時提供有價值的指導。 ● 另一個重要的合作夥伴將是當地的年長者委員會。另還有跨州範圍的記憶咖啡館網絡組可以建立聯繫。例如,馬薩諸塞州的猶太家庭和兒童服務中心(Jewish Family and Children's Service)俱有強大的網絡群組,擁有寶貴的資源。如: 電子郵件清單,經集結的在線資源和網絡研討會（2019）資訊。 ● 新的社區夥伴或單位團體,可透過思考記憶咖啡館活動計劃需要那些其他技能,專業知識和資源來確定。例如,倡議團體,當地醫療系統,諮詢委員會的建立或與州圖書館協會的合作。 **3. 圖書館員工的教育訓練:** ● 培訓主題：介紹記憶咖啡館的概念,創建失智友好社區的核心價值包括多樣

性，尊重以及社區所有成員皆能參與有意義的活動的機會。

- 受訓人員：除圖書館工作人員外，還應包括志工和學生工作者。
- 培訓目標：教育和建立對失智的認識，賦權員工，建立能力，減少對失智者的污名和成見，並培養對記憶咖啡館計劃的熱情。
- 培訓提供者(可能的來源)：也許可以從地區組織或醫療保健提供者獲得培訓。例如，老年失智協會的本地分會主講關於與失智者互動的有效溝通技巧。協助建立員工的自信度，可以以適當和支持的方式做出反應。同時告知員工有關非語言交流的溝通，例如眼神交流和肢體語言，這可以進一步傳達友善和支持。
- 當地大學講授與失智症相關的研究。
- 圖書館可以經由各種領域學科進行核對，包括但不限於老年醫學，社會工作或護理，以擇定願意與圖書館工作人員交流的授課資源。

4. **準備預算計劃:**
- 需要考慮的預算項目和費用：演講者或娛樂費用，廣告宣傳的營銷費用，活動場地，停車位和無障礙設施。
- 人員成本，例如記憶咖啡廳的活動統籌員和主講人或娛樂目的的表演者。
- 新書，DVD 和存儲套件等
- 記憶咖啡館的與會者的茶點，有時，圖書館還可以尋求民間團體或合作夥伴的贊助。
- 營銷和印刷費用，費用從免費到收費各選項。每個圖書館可以自行決定最適合向其社區宣傳記憶咖啡館活動的方法。

5.發佈宣傳材料:
- 圖書館管理人員在行銷記憶咖啡館時，可以將這些場所和促銷技巧作為其營銷計劃的一部分。
- 圖書館通訊刊物，當地報紙，新聞稿，當地廣播電台或公共電視頻道。
- 含有近期活動/事件日期的書籤或行事曆。
- 社群網路公告和在選定的位置發布印刷傳單，以覆蓋目標受眾。
- 社區的特定聯繫窗口可以協助分發傳單或小冊子給年長者中心，輔助護理機構，雜貨店和教堂。

6.考慮活動地點和後勤支援:
- 停車場，人行道，坡道，建築物出入口和浴室等的無障礙空間設計。
- 為安心起見，圖書館可以指定家庭成員或看護者應參加記憶咖啡館活動，以減少離席走失的風險。
- 圖書館可以在報名登記表上包含免責聲明，表明圖書館對傷害或事故免責。
- 根據對活動的需求和會議空間的可使用性，記憶咖啡館可以是每月一次或每兩週一次（每月兩次）。
- 如果圖書館需要提前計劃足夠的座位或預留活動空間，可以要求參加者在線上，通過電話或郵件事先報名。

7.活動成效評估:
- 最常見的是追踪出勤率及其隨著時間的變化趨勢。來自其它參與者的自發性資訊。或會後的問卷調查，也可能會產生有用的信息，幫助圖書館確定當前和將來的需求。
- 圖書館工作人員的觀點和經驗。

	- 公共圖書館協會（PLA）有一個免費的"項目成果"工具包，旨在幫助圖書館進行評估程序（2019）。(可參考本報告中的附件 1) **8.資金來源機會：** 馬薩諸塞州的 Shrewsbury 公共圖書館在記憶咖啡館的初期啟動依圖書館服務服務和技術法條 Library Services and Technology Act （LSTA)得到資助。除了初始資金外，還需要考慮短期和長期計劃，以獲取永久性資金確保記憶咖啡館活動的永續性。 **9.額外資源：** - 請參閱本文檔的附件 1。 - 請參閱本文檔的附件 2。
結論	記憶咖啡館活動的設計滿足聚會的安全性，吸引力和歡愉開放空間氛圍。這些活動計劃滿足了創建對失智者友好的圖書館日益增長的環境需求，並提供了一個機會來服務這個常被忽視和孤立的族群。本文的目的著重在介紹創建記憶咖啡館的管理考量和注意事項。使用來自美國馬薩諸塞州 Shrewsbury 公共圖書館為例。它討論了馬薩諸塞州 Shrewsbury 圖書館的預算，計劃，圖書館人員培訓和市場營銷等問題。總體而言，本文提供了實用指南以幫助您構建更多，針對失智者，失智者家屬和失智照顧者使用具包容性的圖書館空間。
Study	Memory Cafés and Dementia-Friendly Libraries: Management Considerations for Developing Inclusive Library Programs
Author	Deborah H. Charbonneau & Priya Rathnam (2020) Journal of Library Administration, 60:3, 308-315
Objectives	- To highlight the role of library in response to increasing trend of people living with dementia in community - To focus on the management considerations for creating Memory Cafés. Issues such as building community partners, budgeting, planning, library staff training, and marketing are highlighted.
Introduction	- Many communities are examining ways to create dementia-friendly environments to help enrich the lives of people living with Alzheimer's and related dementias. In particular, a "dementia-friendly library" can be a valuable part of creating a safe and welcoming community. The dementia-friendly library movement embraces the key principles of diversity, inclusion, and respect of everyone. activities. - The Alzheimer's Association predicts that there will be about 13.8 million Americans with Alzheimer's disease and related dementias by 2050 (Alzheimer's Association, 2019a). In response, libraries are undertaking efforts to support the needs of this growing segment of their communities. - Public, academic, and medical libraries can play an important role in supporting the information and social needs of this population. Examples of programs in public library settings include hosting support groups, group storytelling, speakers on caregiving issues, and pet therapy. This article focuses on one type of program in particular, known as Memory Cafes; and management considerations for developing these programs are highlighted.

Method	Use the launch example of Memory Cafes at the Shrewsbury Public Library in Massachusetts for illustration.
Contents	• Overview of Memory Cafes: • Memory Cafes at the Shrewsbury Public Library. • Considerations for library management: Details to be highlighted at following session. • Conclusion
Highlights: Considerations for library management	**1. Identify need:** It is important to perform a community assessment as part of determining the need or demand for a new library program at both national and local level. Libraries should consider how this increasing demographic (people with dementia) affects the library and the communities they serve. New programs and innovative services may be warranted to reach this growing population. **2. Build community networks:** • Community partners, including aging specialists, local elder care facilities, and dementia research organizations, can provide valuable guidance when starting to develop Memory Cafe programs. • Another important partner would be the local Council on Aging. There could also be statewide networking groups of Memory Cafes that one could reach out to. For instance, the Jewish Family and Children's Service in Massachusetts has a strong networking group with invaluable resources. This "Percolator Memory Cafe Network" has an email list, a collection of online resources, and webinars (2019). • New community partners and organizations could also be identified by thinking about the additional skills, expertise, and resources they could bring to the Memory Cafe programs. For instance, advocacy groups, local healthcare systems, the establishment of an advisory council or the co-work with state library associations. **3. Provide training for library staff:** • *Training Topics:* introduction to the Memory Cafes concept, core values for creating dementia-friendly communities include diversity, respect, and the opportunity for all members of a community to participate in meaningful activities • *Trainee:* In addition to library staff, volunteers and student workers should be included. • *Training Objectives:* Educate and build an understanding of memory loss, empower staff, build capacity, decrease stigma and stereotypes of adults with dementia, and create enthusiasm for Memory Cafe programs. • *Training provider (possible sources):* Training may be available from area organizations or health care providers. For example, local chapters of the Alzheimer's Association--on effective communication techniques when working with people with dementia. Help to build staff comfort levels to respond appropriately and in a supportive manner. Also inform staff about non-verbal

communication, such as eye contact and body language, which can further convey kindness and support.

- Local universities—on dementia-related research.
- Libraries can check with various disciplines, including but not limited to gerontology, social work, or nursing, to identify faculty that would be willing to speak with library staff.

4. Prepare budget plan:

- Budget items and costs to consider: Speakers or entertainment fees, marketing costs to advertise programs, and event space, parking and accessibility.
- Personnel cost for instance a program coordinator and speakers for Memory Cafes or the performers for entertaining purpose.
- New books, DVDs, and memory kits,
- Refreshments for attendees at the Memory Cafes, Sometimes, libraries can also seek sponsorships from private session or partner.
- Marketing and printing expenses, costs can range from free options to fee-based outlets. Each library can determine the most suitable approach for advertising the Memory Cafes to their communities.

5. Distribute promotional materials:

Library management can consider these venues and promotion tips as part of their marketing plan when advertising the Memory Cafes.

- Library newsletters, local newspapers, press releases, local radio, or public television channels.
- Bookmarks or calendars with dates of upcoming events.
- Social media announcements and print flyers at select locations to reach target audiences.
- Community contacts could help distribute flyers or brochures to senior centers, assisted care facilities, grocery stores, and churches.

6. Consider event location and logistics:

- Parking, walkways, ramps, building entrances, and bathrooms should be accessible for wheelchairs and other mobility issues.
- As a safety precaution, libraries can specify that a family member or caregiver should attend the Memory Cafes to lessen the risk of someone leaving the event unnoticed.
- Library can include a disclaimer on event registration forms stating that the library is not liable for any injuries or accidents.
- Depending on the demand for the events and availability of meeting space, Memory Cafes can be a monthly event or biweekly (two times per month).
- If libraries need to plan in advance for adequate seating or to reserve room space, attendees could be asked to register for programs online, in-person, by telephone, or mail.

7. Evaluate programs:

	- Program attendance and it's trend over time. Voluntary information from attendees Questionnaire at the end of the programs may also yield useful information to help libraries identify current and future needs. - The perspectives and experiences of library staff. - The Public Library Association (PLA) has a free "Project Outcome" toolkit designed to help libraries with the evaluation process (2019). **8. Explore funding opportunities:** The Shrewsbury Public Library in Shrewsbury, MA, received an LSTA grant to cover some of the startup costs of developing new Memory Cafes. In addition to initial funding, both short-term and long-range planning will need to be considered to acquire permanent funding and to sustain the Memory Cafes project. **9. Additional resources:** - The "Percolator Memory Cafe Network" has a nice collection of online resources and webinars that libraries could find beneficial (Jewish Family and Children's Service, 2019). For details, please refer to attachment 1 below. "Keys to Engaging Older Adults @ your library" (ALA, 2010). For details, please refer to attachment 2 below.
Conclusions	Memory Cafes are designed to be safe, engaging, and welcoming gathering spaces. These programs respond to the growing need to create dementia-friendly library environments and present an opportunity to reach this often underserved and isolated population. The aim of this article was to highlight management considerations for creating Memory Cafes. Using an example from the Shrewsbury Public Library in Shrewsbury, MA, issues such as budgeting, planning, library staff training, and marketing were discussed. Overall, this article provides practical guidance to help build more inclusive library spaces for individuals experiencing memory loss, families, and their caregivers.

附件

附1
Massachusetts Me

附2 American
Library Association