



**International Federation of Library Associations
and Institutions**

Libraries Serving Disadvantaged Persons Section

NEWSLETTER

Number 58, June 2004

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Editorial

As the new Editor of the LSDP Newsletter I would like to thank our previous Editor, Vibeke Lehmann, for all the hard work she has done in producing a first class publication. Vibeke's act will be a challenging one to follow. Although I am a little apprehensive about taking on such a new role, I'm also very pleased to have been asked to edit this Newsletter and hope I can support the LSDP Section by doing this. I feel I have already been introduced to you as a new member of the

Standing Committee in the Spring 2003 issue of the LSDP Newsletter. Since this introduction was written I have moved on to a new job as Learning Resources Manager with the University of Dundee, based at the School of Nursing and Midwifery Library, where we are working to improve library access for students with disabilities.

This issue of the Newsletter includes contributions from Poland, Ireland, Germany and the United Kingdom on a wide range of topics. For future issues, I would be delighted to receive your contributions. These can be articles (up to 1500 words), meeting reports (800 words), book reviews (500 words) and short news items on new resources and developments in the field of library services for disadvantaged persons.

Looking forward to hearing from you!

Margaret E S Forrest
Editor

Next copy date is 15 Nov. 2004

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IFLA Conference Preview



World Library and Information Congress: 70th IFLA General Conference and Council
"Libraries: Tools for Education and Development"

August 22th - 27th 2004, Buenos Aires, Argentina

LSDP and the Libraries for the Blind theSection are running an exciting joint programme at this year's IFLA General Conference and Council. The title of our joint session is "**Balance of Copyright and Licensing: Access to Information for Print Handicapped People**" and it will take place on Thursday 26th August from 08:30 to 12:45. The following is an outline of the programme.

Opening Remarks: Winston Tabb, Dean of University Libraries, John Hopkins University, Chair, IFLA Copyright and Legal Matters

Overview of Current Situation: Johan Roos, Lawyer and Director of South African Library for the Blind director@blindlib.org.za

Outline of Ideal Situation:
Licensing: Stephen King, Director, Royal National Institute for the Blind Stephen.king@rnib.org.uk

Towards the Ideal: Steps to Improved Access: Victoria Owen, Director, Library Services, CNIB Library for the Blind Victoria.owen@cnib.ca

Analysis of Survey and Development of Guidelines: Geidy Lung, Legal Officer, Copyright Law Division, WIPO geidy.lung@wipo.int

Licensing Opportunities: Jens Bammel, Secretary –General, International Publishers Association bammel@ipa-uie.org

Perspectives from Publishers and Users in South America: Dr. Ana Maria Cabanellas de Las Cuevas, Board of Directors, Cámara Argentina del Libro, and Vice-President of IPA, amc@heliasta.co.ar
Pablo Lecuona, Executive Director, Tiflolibros, pablol@tiflolibros.com.ar

Question and Answer Period
Facilitator: Helen Brazier, Executive Director, National Library for the Blind Helen.brazier@nlbuk.or

Summary and Action Items: Johan Roos, Lawyer and Director of South African Library for the Blind director@blindlib.org.za

Convenor: Vibeke Lehmann, Acting Chair, IFLA/Libraries Serving Disadvantaged Persons Section, Library Services & Education Technology Consultant, Wisconsin Department of Corrections Vibeke.Lehmann@doc.state.wi.us

Articles

Library Services in Northern Ireland for People with Vision Impairment

Julie Russell, Senior Librarian
Direct Library Services
North Eastern Education and Library Board

The five Education and Library Boards (ELBs) in Northern Ireland have always each had distinctive and individual ways of working; but there has also been a common approach in many areas of service provision, and this includes library services for people with additional needs. In recent years, this co-ordinated approach to the way services are planned and managed has become increasingly important. Because of the nature of reading, the focus of library efforts in this area has been on helping blind and vision impaired people to access services.

Audiobooks on public shelves, both on cassette and in CD format, are lent free of charge to all users. Two Boards also hold a central collection of audio which is targeted specifically toward visually impaired people (VIPs), the books being either posted direct to the user or delivered to local libraries for users to collect. Over the past 5 years, beginning during the National Year of Reading, a partnership between all the library services in N Ireland and the Blind Centre for Northern Ireland (BCNI) has resulted in an increasing number of local, i.e. Northern Irish, books being transcribed onto tape. 60 titles are currently available. The books

are selected by librarians, recorded at BCNI, purchased at cost by libraries, and then made available to visually impaired library members.

All ELBs routinely cover the cost of subscriptions to voluntary sector providers for people with serious sight loss whose reading needs cannot be met at their local library. Across Northern Ireland more than 1100 annual subscriptions are currently being paid for membership of Royal National Institute of the Blind (RNIB) Talking Books, and 20 subscriptions for the Braille library of the National Library for the Blind (NLB). This is a further way of ensuring that VIPs are not excluded from the world of reading simply because library stocks of audio material and Braille are not large enough or comprehensive enough to fulfil all needs.

A close relationship has developed over a quarter of a century with Talking Newspapers, of which there are 20 in Northern Ireland. Individual cases vary, but many library authorities hold and maintain the user database for Talking Newspaper users in their area, and copy and distribute the tapes for each edition. Library staff often play a voluntary role in tape production, too. These close ties are much valued by both libraries and Talking Newspapers.

The rollout of the People's Network in Northern Ireland coincided with the delivery of a common library management system and a joint catalogue across the 5 ELBs. Funding was also secured for

assistive equipment to help promote ICT access for all. Every library now has a basic kit of enabling hardware and software which includes Supernova screen magnification and speech software. Larger libraries have extra items such as Braille keyboards and printers. RNIB (NI) designed and delivered a special awareness-raising training programme to help library staff understand the needs of blind and visually impaired people and to introduce Supernova. This was supported financially by the New Opportunities Fund but did not extend to training library users in the new technology, an important area which presents challenges for the future.

In conclusion, the present state of play in Northern Ireland gives a solid basis for developing services further in future, with a strong emphasis on continuing to work in co-operation and consultation. Exciting new developments such as easy access to the unique resources on Revealweb and the possibilities afforded by the Copyright (Visually Impaired Persons) Act 2002 are already helping to extend choice for visually impaired readers. A recent local development is the establishment of a "Vision Panel", under the auspices of the Library and Information Services Council for Northern Ireland, LISC(NI). This forum brings together the main providers of reading and information services for people in Northern Ireland who are blind or experience sight-loss and related disabilities. It has representation from public, academic and special libraries and

from voluntary and statutory providers and gives a unique platform for exploring ways of widening access, raising awareness and raising the standard of services, as well as providing a collective voice for the sector.

Opportunities abound to take libraries in new, more inclusive directions; the effects of getting it right for visually impaired library users should not be underestimated. In the words of one appreciative reader, "listening to all these books on CD is wonderful, for I love reading – it really changes your life".

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Prison Libraries in Poland

Elzbieta Barbara Zybert

Background

The beginning of Polish prison librarianship took place during the inter-war period (1918-1939). It was then that book collections were started in prisons to fight illiteracy among prisoners. The Central Prison Library in Warsaw, established by the Ministry of Justice in 1928, deserves particular attention. The duties and responsibilities of the Library included providing mobile libraries to the prisons that had no libraries of their own. The Central Library sent about 120 sets of books to prisons for 3 months, each set consisting of 100, 50, or 25 volumes, depending on the needs of individual prisons. The Library lent about 8,000 books each year. With time, it undertook new responsibilities, such

as supporting reading among prisoners, advancing librarianship and unifying the ways of managing prison libraries.

Administration of prison libraries

Today, Polish regulations concerning prisons recognize cultural-educational activities as a form of rehabilitation in which reading and library work play a significant role. For this reason libraries are established in all prisons.

In Poland prisons and their libraries are administered by the Ministry of Justice, but the organization of each library is delegated to the authorities of the individual prison. It is recommended, however, that additional library service points are established in the housing wards, hospitals, schools and external wards. The prison director is responsible for ensuring adequate conditions for conducting library activities (premises, funds, acquisitions, librarians, etc.). Prison libraries cooperate with local public libraries in such areas as book ordering, classification and supplying. However, Polish prison libraries do not have any specific guidelines concerning their work and activities, the size and kind of collections, lending rights, or size of library rooms.

Library stock

In 1999 there were 156 prisons in Poland, each with its own library. The concept "library", however, requires specifying since in some cases it relates to just a collection of a few dozen books kept in a case and rarely lent to prisoners. The

collections of all 156 prison libraries counted 1,620,000 volumes. Most of them included fiction (70%), the remaining were popular science, social-political and textbooks.

However, the collections are not particularly attractive; they are not adequate to the needs and interests of inmates and prison staff; they are not large enough (proportional to the number of prisoners). Libraries also collect legal literature, but these collections are usually small and are used only by prison staff. The choice of materials for these collections depends on those managing the library. Prisoners can also read daily newspapers and periodicals that are supplied by prison authorities; however, the number of copies is limited. Sometimes prisons receive free remainder copies directly from publishers. Prisoners may also subscribe to magazines or may obtain reading material from relatives.

Inmates normally borrow books held by the prison library. In some cases, however, libraries make use of book exchanges or inter-library loans. Prison libraries are obliged to have alphabetical catalogues and, if possible, they should have simplified subject catalogues.

Staffing

The libraries are managed mainly by people employed in the penitentiary section of the prison, which means that they also do other work in the prison. Full-time, professional librarians are employed in just a few prisons where there are at least 1000 inmates. The majority of

prisons in Poland are smaller than this with up to 600 inmates.

As mentioned earlier, the size of the prison library area is not standardized. The size of prison libraries varies considerably and the lack of space often makes it difficult, if not impossible, to run the library properly. According to the research conducted in 1980s most libraries (over 22% of all prison libraries) operated on just 20 to 30m². Exceptionally, there were also libraries of over 100m². Only 17% of prison libraries had separate reading rooms.

Activities

Apart from recreational goals, the activities conducted by prison libraries are also connected directly with fulfilling the tasks assigned to the given prison and the individual needs of the prison population. Among the activities undertaken by prison libraries we have to mention their preparing or participating in correction programs implemented in particular prisons, e.g., ones concerning alcoholics or drug addicts. Activities that follow various models of treating addictions are often conducted in Polish prisons and the book (or some other form of transfer of content) frequently serves as a point of departure for therapy.

Prisoners enjoy knowledge contests. The subjects of these contests vary very much and range from history and literature to specialized encyclopaedic knowledge in different fields. This challenge makes reading attractive to inmates and has a real educational value. The contest

winners receive prizes that give them not only pleasure but also educate them. The prizes are usually books.

Other activities in which the prison libraries are involved include inmates editing and publishing their own newsletters with some professional help. Visits of known and prominent figures are also popular among prisoners. Authorities invite well-known sportsmen, actors, writers, journalists and social activists whom prisoners may find to be role models. Many prisons, aided by public libraries, organize book fairs. They aim to develop reading interests among the inmates and supplement the stock of the prison libraries.

Conclusion

Although Warsaw's Central Prison Library was closed down during the Second World War, librarians working in Poland today are still involved in a wide range of cultural and educational activities which contribute towards the rehabilitation of prisoners.

News and Notes

Quality Library Services for People with Disabilities in Ireland

The Equality Authority and An Chomhairle Leabharlanna, The Library Council, have launched *Library Access* which examines how services within the library are best delivered in a manner that includes people with disabilities. It provides new guidance to libraries on how to make reasonable accommodation for people with disabilities.

The *Employment Equality Act* and the *Equal Status Act* require employers and service providers in Ireland to accommodate the needs of people with disabilities. Service providers are required to make reasonable changes to enable people with disabilities to gain or remain in employment or obtain goods and services.

Library Access is a planned and systematic approach to develop library services that accommodate library users with disabilities. It establishes the need for:

- an inclusive service design that realises a physical environment that people with disabilities can approach, enter and navigate, and that achieves an accessible service covering all dimensions from library collections in alternative formats, to the use of assistive technology, to outreach services that target and include people with disabilities.
- a marketing strategy that communicates effectively with people with disabilities, that employs different formats and media and that engages with the channels of communications used by people with disabilities.

“The public library service is continually changing to meet the increasingly diverse needs of people. Its development is dependent on the requirements and observations of its users. This document is a means to increase dialogue between users and libraries”, stated Norma McDermott, Director of An Chomhairle Leabharlanna.

Library Access is available free of charge from either organisation:

- An Chomhairle Leabharlanna, 53-54 Upper Mount Street, Dublin 2, Ireland. Tel: +353-1-676 1167; fax: +353-1-676 6721; email: info@librarycouncil.ie
- The Equality Authority, 2 Clonmel Street, Dublin 2, Ireland. Tel: +353-1-417 3336; fax: +353-1-417 3331; email: info@equality.ie

It can also be downloaded from: <http://www.librarycouncil.ie/policies/access.shtml/>

Further information is available from Brendan Teeling or Alun Bevan at (tel) +353-1-6761167.

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Patients' Libraries in German Hospitals

In November 2003 representatives of religious and national library federations in Germany, under the chairmanship of Birgit Schlauss, published a statement on patients' libraries. This statement is reprinted here with permission, followed by the author's translation in English. It is also available at

<http://www.borro.de/files/545cbad29888194f2b29224fcb103b69/246/031128%20Erklärung.pdf>

**Erklärung zur Stellung der Patientenbibliotheken in Krankenhäusern:
Bei uns steht der Mensch im Mittelpunkt**

Das deutsche Gesundheitssystem steht vor tiefgreifenden Veränderungen. Die Krankenhäuser befinden sich untereinander im Wettbewerb und die Patientenbibliotheken gewinnen als Patientenservice zusätzlich an Bedeutung.

Bibliotheken in Krankenhäusern leisten anerkannte und unersetzbare Dienste im Rahmen der ganzheitlichen Betreuung von Patienten. Mit ihrem Service fördern sie den Heilungsverlauf und halten die Brücke zum zivilen Leben aufrecht. Dabei ist der ideelle Nutzen weit höher als der materielle Aufwand einzuschätzen. Patientenbibliotheken erschließen neue Arbeitsbereiche, um den veränderten Anforderungen gerecht zu werden.

Die Patientenbibliotheken bauen ihre Leistung aus:

- Sie tragen der verstärkten Nachfrage an audiovisuellen Medien Rechnung.
- Sie bieten Serviceleistungen im Bereich der Internetrecherche an und übernehmen damit die Funktion des Gesundheitslotsen.
- Sie passen die Ausleihmodalitäten den Bedürfnissen zunehmend ambulant behandelter Patienten an und bewirken damit eine

stärkere Bindung des Patienten an das Krankenhaus.

- Patientenbibliotheken bauen die kulturellen und informativen Angebote für Patienten und Mitarbeiter aus und entwickeln sich so zu Zentren für Gesundheitsinformation, Weiterbildung und Selbsthilfegruppen.

Die Patientenbibliotheken zeichnen sich durch ihre Besonderheiten aus:

- Sie berücksichtigen die psychischen, intellektuellen und emotionalen Befindlichkeiten der Patienten mit einem differenzierten Medienangebot und durch persönliche Gespräche.
- Ihre sinnvolle Zusammenarbeit mit anderen Diensten im Krankenhaus ermöglicht ergänzende Angebote in verschiedenen Bereichen (Physiotherapie, Logotherapie, Bibliothherapie, Ergotherapie, Ernährungsberatung, Seelsorge).
- Die Patientenbibliotheken tragen, insbesondere auch für Kinder, zur positiven Unternehmenskultur des Krankenhauses bei.

Die gesetzlichen Qualitätssicherungsmaßnahmen führen zur Zertifizierung der Krankenhäuser und die Qualität der Patientenbibliotheken wird als Unterscheidungsmerkmal zwischen den Krankenhäusern wichtig sein. Ihre Dienstleistungen tragen zur Humanisierung einer Institution bei, die sich dem Menschen und seinem umfassenden Heilungsprozess verpflichtet weiß.

Die Fachvereinigungen für Bibliotheken in Krankenhäusern empfehlen den Trägern dringlich, der zivilen Funktion von Patientenbibliotheken die notwendige Förderung und Beachtung zukommen zu lassen. Gleichzeitig bieten sie ihre Mithilfe an, um verallgemeinerungsfähige Modelle und deren Finanzierbarkeit mit den Trägern zu erarbeiten.

Diese Erklärung wird unterstützt von:

- Deutscher Bibliotheksverband
- Deutscher Verband der Evangelischen Büchereien e.V.
- Fachkonferenz des Borromäusvereins
- Fachkonferenz der staatlichen Büchereistellen für öffentliche Bibliotheken
- Borromäusverein e.V.
- St. Michaelsbund, Landesverband Bayern e.V.
- Deutsche Krankenhausgesellschaft
- Deutscher Ärztinnenbund

[Author's translation]

Declaration to the Position of Patients' Libraries in German Hospitals: Centering the human being

The German health care system is faced with far-reaching changes. Hospitals are competing among each other so that patients' libraries gain even more importance in their function as patients' service program.

Hospital libraries provide acknowledged services and always consider the care of patients on the whole. This cannot be substituted. Their services support the process of convalescence and help to keep contact with civilian life. Whereas the ideal value is to be considered definitively higher than the material effort. Patients' libraries acquire new fields of activities in order to meet changing requirements.

Patients' libraries are upgrading their services:

- Stay abreast with requests for audio-visual media.
- Assist in finding answers to questions on health by means of internet research.
- Due to increasing ambulant treatment they adjust loan modalities to the needs of patients, consequently binding them more strongly to the hospital.
- Enlarge their services on cultural and informative offers for patients and hospital staff members, acting as centres for health information, further education and self-help groups.

Patients' libraries are outstanding because of their specialities:

- They take consideration to the mental, intellectual and emotional situation of patients, supplying them with differentiated media and face-to face talks.
- They cooperate with various departments of the hospital (physiotherapy, logotherapy, bibliotherapy, ergotherapy,

nutrition consulting, pastoral care) and can therefore recommend these facilities.

- They contribute a great deal to the spirit of positive hospital management, considering especially the needs of children.

Legal arrangements of quality assurance is resulting in the certification of hospitals. The role of patients' libraries is important for distinction. Patients' libraries contribute humanity to an institution being obliged to their patients and to the process of healing.

The association for patients' libraries in Germany seriously advises the administrators to support the civil functions of patients' libraries and to grant them the necessary support and attention. Simultaneously the associations offer the administrators their help to work out suitable models and possibilities of finance.

This declaration is supported by:

- Deutscher Bibliotheksverband
- Deutscher Verband der Evangelischen Büchereien
- Fachkonferenz der staatlichen Büchereistellen in Deutschland
- Borromäusverein
- St. Michaelsbund, Landesverband Bayern e.V.
- Deutsche Krankenhausgesellschaft
- Deutscher Ärztinnenbund

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Mobile Library Project for Travellers and their Families in Essex, England

An innovative mobile library service for Travellers and their families run by Essex County Council Libraries has won the coveted 2004 CILIP/LiS Libraries Change Lives Award in the United Kingdom.

The Mobile Library Travellers Project was set up in 2001 to find ways of providing better access to books for children on Gypsy/Traveller sites in Essex. The mobile library was able to provide access to a full range of library services for people who find it difficult to use libraries, whether because of transport difficulties, age or disability, cultural barriers or any other reasons. The library works on five Travellers' sites and with eight primary schools in the Essex region that have a high percentage of traveller children on their roll. The project is primarily a partnership between Essex County Council and Essex Travellers Education Service. The promotion of reading and literacy and the encouragement of social inclusion are at the heart of the library's work with travellers and their families.

A total of eight mobile libraries provide weekly stops to the sites and primary schools involved. The work is co-ordinated by a project manager funded by the Children's Fund Essex. She works with the various partners to enthuse and encourage children and families, many of whom have never had access to reading material. Each week a regular core of children and adults come

voluntarily to the mobile library. The libraries provide both specialist and mainstream stock, with an emphasis on children's books. Older travellers in particular enjoy looking at well-illustrated Traveller heritage books and reminiscing over and discussing the photographs.

Further information about the Mobile Library Travellers Project is available from Nicola Baker, Localities Manager, or Janet Carden (tel: +44 1206 245900; email:

nicola.baker@essexcc.gov.uk).

In its 12th year, the CILIP/LiS Libraries Change Lives Award recognises innovative and exciting work in the fields of social inclusion, education and life-long learning in libraries and their communities. The Award was presented on 21 April by Andrew Motion, the Poet Laureate at the Library + information Show, ExCel, London. The Mobile Library Travellers Project received a trophy and £4,000 prize money. The two shortlisted projects both based in Scotland, received a cheque for £1,000. The shortlisted projects are "Get a Life" from Dumfries and Galloway Libraries and East Renfrewshire Libraries' Holocaust Remembrance Community Portal Project.

The award is sponsored by the Library + information Show. It is organised and administered by CILIP: the Chartered Institute of Library and Information Professionals and its Community Services Group. For further information about the award scheme, contact Philippa Perry at Philippa Perry Associates (tel: +44 20 7233 9911; email: pnlp@dircon.co.uk) or

Louisa Myatt (tel: +44 207 255 0650; email: louisa.myatt@cilip.org.uk).

New Resource

Revealweb

<http://www.revealweb.org.uk/> is a new database of information about materials produced in alternative formats which are available from organisations such as the UK National Library for the Blind (NLB), Royal National Institute of the Blind (RNIB), Calibre and a host of other agencies. Revealweb signposts users to organisations that can supply material. The complementary Register of Suppliers gives information on the terms and conditions under which resources are made available and how to obtain them.

For further information contact Deborah Ryan, Revealweb Manager. Tel: +44 161 355 2082; email: manager@revealweb.org.uk

Forthcoming Event

CSUN's 20th Annual International Conference "Technology and Persons with Disabilities" March 14-19, 2005 ~ Los Angeles, CA, USA. This event will be held at the Hilton Los Angeles Airport and Los Angeles Airport Marriott Hotels, March 14-19, 2005. A Pre-registration brochure with complete information about the conference will be available in early January 2005. Check the following website regularly for conference information updates at: <http://www.csun.edu/cod/conf/2005/genconfinfo05.htm>

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