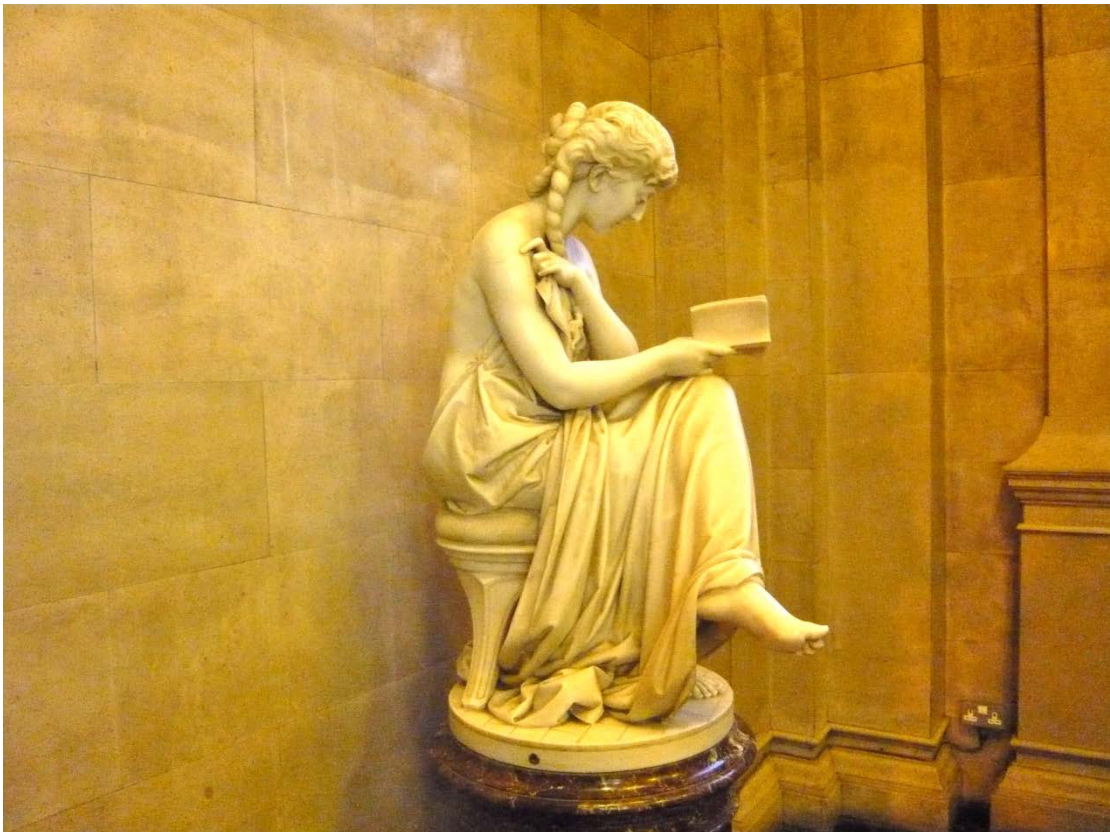


# **Bibliotherapy – reading into wellbeing: Libraries, Health and Social connection**

A report completed by Jennie Bolitho for the Barrett Reid Scholarship 2009



'The Reading Girl', marble statue by Giovanni Ciniselli on the stairway in Manchester Central Library UK.

*The Reading girl statue in Manchester Central Library has become a symbol for me of everything that I saw and experienced in the UK. The girl is set in stone, and so too is reading. In this age of ever-innovative technology, the girl is still reading a book and turning a page. She looks relaxed, thoughtful, calm, and content.*

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## **1. Acknowledgments**

Sincere thanks to the Library Board of Victoria and the selection panel for awarding me the Barrett Reid Scholarship in 2009. This opened up to me an exciting vista of possibilities where previously I had only dreamed; it enabled me to pursue a passion that had sparked over a newspaper article and ignited as I explored the options. Thank you to all at the State Library of Victoria for the ongoing support of public libraries and the provision of opportunities that assist librarians to develop professionally and personally.

Thank you to Shirley Bateman for reinvigorating Reader Development, to Paula Kelly for her encouragement and to Susan McLaine for her ongoing mentorship and friendship.

Thank you to Bayside Council and Karyn Siegmann, my Manager at Bayside Library for supporting my application. Thank you to colleagues for encouraging me to take the challenge, sharing their time and my enthusiasm for the project. Thank you to Heather Northwood, Jill Watson, Sarah Hopkins and Sue Doherty for invaluable assistance.

Thank you to the many people in the UK who gave their time and expertise to assist me, particularly June Turner and Adrian Ure in Essex, Jane Mathieson in Manchester, Mai Lin Li in Kirklees, Jane Davis and Casi Dylan in Liverpool and Debbie Hicks per telephone and email.

## **2. Introduction**

Bibliotherapy recognizes the value of sharing good literature and its potential to improve and support mental and emotional wellbeing and social connection. This is not a new idea - references go back to Plato and more recently after World War II, but the concept relates very strongly to the increasingly important role of libraries in the health and wellbeing of their communities, particularly at a time when mental health and social problems are high on social, political and medical agendas.

There are two main forms of Bibliotherapy.

### **Prescriptive Bibliotherapy**

Self-help books are authorized by health professionals and made available either as online resources or physically in community centres, libraries or doctors' waiting rooms. This is an attempt to reach those people who do not have the confidence to become personally involved in a Bibliotherapy group or who want the anonymity of exploring their own health through reading with no direct intervention.

Prescriptive Bibliotherapy requires strong partnerships with medical professionals to recommend authoritative resources for use as 'reading prescriptions' supplied by the library service.

### **Creative Bibliotherapy, also called Social Bibliotherapy**

This focuses on the social inclusion and community outreach programs already in existence in most public libraries, depending on the communities they serve. In addition, these groups go some way towards fulfilling the public library commitment to equal access for everyone to reading and literature.

Therapeutic reading groups, guided by a trained facilitator and supported by good literature, allow the reading to do the healing. Participants value the neutrality of the program and feel they have avoided the possible stigma of attending a medical intervention program.

My interest in Bibliotherapy grew from a passion for reading and literature, and an interest in people's stories and their wellbeing. Reader development work in the public library harnessed these interests and connected with the outreach component of our work.

I was initially inspired by Blake Morrison's article, 'The healing cure' reprinted in the Melbourne Age newspaper in 2008 (originally published in The Guardian).<sup>1</sup> Blake described the therapeutic effects of reading, especially with people who are marginalized or disadvantaged in society, either physically, emotionally or suffering from dementia or mental health conditions. Bibliotherapy recognizes the value of sharing good quality literature and its potential to improve wellbeing and social connection.

My interest was further developed by the 'Reading Critical: developing readers in Australia and New Zealand' Conference which was held in Melbourne in April 2008.<sup>2</sup> The conference highlighted the role of libraries in encouraging reading for pleasure and lifelong learning and acknowledged the valuable work done in Australian and New Zealand libraries in literacy and social reading programs. The improved health and wellbeing aspects of reading particularly caught my attention in Bernice McSwain's paper 'Bringing it all together: Salisbury reads.'<sup>3</sup>

Other speakers, June Turner, Reader Development Manager Essex County Council Libraries,<sup>4</sup> and Jane Mathieson, Regional Reader Development Coordinator North West (Manchester)<sup>5</sup> presented papers on Bibliotherapy practices in the UK, furthering my awareness.

The opportunity to explore the positive effects of reading on healing, health and wellbeing, and combine this with reader development presented itself to me a year later. In November 2009 I was awarded the Barrett Reid Scholarship through the State Library of Victoria for my proposal to investigate Bibliotherapy schemes in the UK, to attend the Get into Reading accreditation course offered by The Reader Organization in Liverpool and to network with professionals in related fields.

I committed to sharing these skills with colleagues on my return, to enable Victorian public libraries to expand their services to the community and explore partnerships with health professionals.

### **3. Current practice**

#### **United Kingdom**

##### **Creative Bibliotherapy**

There is a 'reading revolution' in the United Kingdom according to Jane Davis, founder and director of The Reader Organization based in Liverpool. Jane says 'reading is a force for social good that can build community and enhance lives.' (The Reader Organization Annual Report 2008-2009). <sup>6</sup>

The Reader Organization, established in 2008 as a national charity, is committed to encourage reading, make good literature accessible to all, improve literacy and affirm the power of reading to inspire change and wellbeing. The Reader Organization is driven by a 'love of literature and the belief that shared reading is a deeply powerful activity that can significantly enrich and improve lives, and the communities we live in...by making literature available, emotionally rewarding and fun.'

The first Get into Reading group was established in a small library in the Wirral Merseyside in 2002 by The Reader Organization in partnership with Wallasey Primary Care Trust and Wirral Libraries. In this shared-reading model people listen to short stories or poems read aloud by a trained facilitator and join in an informal discussion revolving around personal responses to the text. These groups have now expanded across the UK, Denmark and Australia.

Prescriptive Bibliotherapy schemes are now widespread in the UK, and are influenced by the work of Professor Neil Frude who pioneered the original Cardiff Books on Prescription Scheme in 2003. <sup>7</sup>

#### **Australia**

##### **Salisbury, South Australia**

'Prescribe books' is one of the components of the Salisbury Reads literacy program, established in 2004, and is based on Bibliotherapy concepts – 'the use of books to help solve problems'. This program focuses on seniors and those people who are homebound. The program relies on health professionals to 'prescribe' books that the library dispenses to readers/patients. It is essentially a library program run in partnership with health professionals. <sup>8</sup>

## **Melbourne, Victoria**

In March 2010 the State Library of Victoria in partnership with Public Libraries Victoria Network and Vic Health developed the Book Well Program.<sup>9</sup> Twenty facilitators were trained by UK trainers from The Reader Organization to deliver read-aloud reading groups based on the Get into Reading model.

### **4. Study Tour to United Kingdom January 2010**

Initially I planned my study tour to take place in May 2010 but brought it forward for two reasons: I learned that the Book Well program was to be conducted in Melbourne in March 2010, and I considered it would be more beneficial if I traveled to England to meet the organizers and to undertake the training myself prior to the Book Well training in Australia. The Reader Organization scheduled its Inaugural 'Get into Reading Conference: New beginnings' to be held in Liverpool in 8 January 2010, so I realized I could attend the Conference, followed by their residential five day Read to Lead Accredited Facilitator Training course offered from Sunday 17<sup>th</sup> to Friday 22<sup>nd</sup> January 2010.

Unfortunately, due to extremely inclement weather across The United Kingdom, the Conference was cancelled at the eleventh hour – in fact, I was only told when I booked into my hotel in Liverpool, having traversed not only snow-bound England but flown from Australia! Apparently too many delegates and speakers were unable to get transport and then the venue was forced to close too.

To compensate for the cancellation of the Conference, the staff of The Reader Organization prepared an informal workshop at their own premises for anyone who had actually managed to get there. This turned out to be a boon as it enabled me to meet staff and delegates in a relaxed setting, to ask lots of questions and learn more about the mechanics of the reading groups rather than simply the theory. Jane Davis, founder of The Reader Organization, hosted the day and her exuberance and passion for her work was infectious. I met facilitators, trainers and reading group participants, as well as other library colleagues. I was introduced to Casi Dylan, Amanda Brown and Chris Catterall who subsequently came to Melbourne to conduct the Book Well program in March 2010.





The discussions gave me a valuable understanding of the philosophy and research behind the work of the Reader Organization and the politics of establishing reading groups within local authorities, obviously from a UK point of view, but theoretically the same regardless of location.

## **5. The Reader Organization ‘Read to Lead Accredited Facilitator Training’**

The five-day Read to Lead Accredited Facilitator Training course took place at Burton Manor, an adult residential college south of Liverpool. The course was conducted over five very full days that included lectures, group discussions and workshops, research skills, reading time and an hilarious rendition of Shakespeare performed for members of established reading groups who allowed us to practice on them. Topics covered the importance of choosing the right material and the value of ‘good’ literature, getting to know and understand the dynamics of particular groups, diction and confidence at reading aloud, dealing with difficult or unusual behaviour of participants and practicalities such as partnerships, copyright, choosing a venue and how to evaluate the service.



It was exhilarating, nerve-wracking and extremely rewarding. The sessions took me out of my comfort zone and helped me understand the plight of the people we were reading to and how and why reading is a therapeutic and powerful tool in the socialization of communities.



It was particularly beneficial to meet people who attended reading groups and to hear from them how their lives were transformed by their involvement with reading groups.

‘Coming to the reading group changed my life. I feel as though I belong,’ said an elderly lady previously diagnosed with agoraphobia.

‘I can forget the troubles at home when I’m here,’ said a young woman.

‘I understand Iago’, said an 89-year-old lady in a group reading Hamlet, ‘I was married to the bastard for 50 years!’



## 6. Reading groups in the United Kingdom

Reading groups in the United Kingdom are held in a variety of venues including libraries, community centres, prisons, hospitals, drop-in centres and aged care homes. Although there are various models of reading groups, all are designed to offer good quality literature in a shared reading experience, regardless of education, social, mental or emotional understanding. Texts are read aloud by the facilitator who invites others to join in or comment if they feel comfortable to do so. Being read to is part of the nurturing experience.

In Manchester I met Jane Mathieson, Regional Reader Development Coordinator, North West (Manchester), who explained that in 1999 government funds were directed to reader development in Manchester. The *Time to Read Network* was established across 22 library authorities in the northwest region, to address the alarmingly low literacy levels in the area. Support was also obtained through the Arts Council who provided funds for both large artistic projects and small initiatives. Jane developed the *Readers for Life Strategy 2008 -2011* to provide practical, measurable goals for reader development in North West England. Its value and recommendations are not restricted to that region.<sup>10</sup>

Jane and I visited a drop-in centre in Salford, a metropolitan borough of Greater Manchester to meet Casi Dylan, The Reader Organization Training Officer and Reading group facilitator, and Sarah Coyne, Project worker employed by the Salford City Council. Sarah works in partnership with The Reader Organization to conduct therapeutic reading groups as part of the STR network - Support, Time and Recovery – which provides mental health services across boundaries of care and organizations.<sup>11</sup>



I was able to observe Casi lead a group that was reading 'Jane Eyre', understand the skills learnt at the Read to Lead training course in a practical context, and listen in awe to the participation of the readers as they shared emotions and reactions to their first experience of serious literature.





## 7. RAYS – The Reading and You Scheme

I traveled to Kirklees, a metropolitan borough of West Yorkshire, to meet Mai Lin Li, Reader Development Librarian for Kirklees Libraries.



The Kirklees Bibliotherapy project began in 2000 when a grant was obtained through the Arts Council to develop *The Reading and You Scheme (RAYS)*. The scheme is intended for 'anyone who doesn't read very much or doesn't use their local library and who may be suffering from stress, mild depression or is feeling isolated and lonely.'<sup>12</sup>

RAYS was established to promote the idea and benefits of reading as an alternative to achieve mental and physical wellbeing, to encourage awareness of library services especially to those who feel socially isolated, and to empower individuals to improve their confidence and self-esteem.

RAYS is a 3-step program that begins with one-to-one sessions. Individuals are then encouraged and supported to join a group and finally visit the library where staff encourage them to join other activities and become integrated into the library and society in general. General Practitioners or other health professionals make referrals to the Bibliotherapy program.

The Kirklees Library employs three bibliotherapists, working 18 hours a week on a flexible basis, as part of an outreach program to support homebound people and those with low level medical conditions. Programs at Kirklees Libraries have included work with socially deprived teens, NIETS, (not in education or training), young parents, young men and older adults.

St Luke's Psychiatric Hospital in Huddersfield partnered with the Kirklees Bibliotherapy program to provide a 6-week course onsite for patients suffering from severe stress or dementia. The integrated program also involved musicians and a professional storyteller. The intention was that patients would build confidence, make friends and be encouraged to visit the library. The National Health Scheme had placed this on the Health Agenda, providing funding to employ two further bibliotherapists to develop this scheme with the library service.

## **8. The Reading Agency - London**

The Reading Agency is an independent charity 'working to inspire more people to read more.'<sup>13</sup> The Agency is funded by the Arts Council and the Museums, Libraries and Archives Council. (MLA) and is the UK's leading development agency specializing in spreading reading through libraries.

Debbie Hicks, Director of Research at The Reading Agency agreed to meet me but again, the disastrous weather conditions intervened and I was unable to travel so she agreed to a short phone call instead. This was disappointing as she is a mine of information about the developments in Bibliotherapy in the UK and was extremely enthusiastic and generous with her comments. A personal meeting with her would have been enlightening.

Debbie is, in her own words, 'absolutely passionate about the important, versatile and sometimes unrecognized role that reading can play in delivering health and well-being.' She is committed to the challenge of increasing the profile of Creative Bibliotherapy practice and for getting creative reading work in libraries recognized for the health benefits it provides.

In 2006 Debbie prepared 'An audit of bibliotherapy/books on prescription' for the Arts Council England and the Museums Libraries and Archives Council. The audit highlighted the potential for libraries to contribute substantially to the future development of Bibliotherapy practices. While the value of self-help resources was acknowledged, the audit recorded 'The more creative approach to bibliotherapy remains hidden within reader development practice in libraries.' and noted 'libraries are in the best place to drive this forward through existing reading development structures.'<sup>14</sup>

Early in January 2010 the MLA commissioned The Reading Agency to deliver a further major piece of research to scope public library activities in the area of health and wellbeing and the contribution libraries make to their local communities, thus validating the findings of the Audit. <sup>15</sup>

The work is to be delivered by The Reading Agency in partnership with LISU (Loughborough University) <sup>16</sup> and supported by Professor Neil Frude who pioneered the original Cardiff Books on Prescription Scheme in 2003. <sup>17</sup> The aim is to gain a better understanding of the potential value libraries can contribute to community health and wellbeing by examining different health related library activities ordinarily undertaken by libraries at present.

‘Reading and health is now core to the library vision making libraries a new strategic partner for the mental health sector.’ <sup>18</sup>

Debbie says ‘This work is being missed because ...it is not being evidenced as reading for health. This is a huge wasted opportunity.’

Debbie also referred to the research work done by Liz Brewster, a PhD student at University of Sheffield. Liz contends that although the term ‘Bibliotherapy’ is not always used, research shows ‘ a general feeling that day to day library work including outreach, homebound services and reader development all contribute to the mental wellbeing of service users.’ <sup>19</sup>

## **9. Essex Libraries**

I traveled to Chelmsford to meet June Turner, Reader Development Manager Essex Libraries, to explore the Reader Development programs in her very large regional area - 73 libraries across the county - and to gain an understanding of the Prescriptive and Creative Bibliotherapy models as practiced in Essex.



### **Prescriptive Bibliotherapy - ‘*The Get your life back*’ program**

‘Get your life back’<sup>20</sup> involves a partnership with primary care trusts in Essex and a national strategy that offers Bibliotherapy as part of patient choice in regard to self-help programs and an alternative to medication. Funding was provided for the book stock to underpin the programs. Partnerships with local health providers opened up new opportunities in the areas of mental health, dementia, cancer care and stress related conditions.



The Essex Prescriptive Bibliotherapy program involves partnerships with local agencies such as The Alzheimer’s Society, Adult Care Services Council, Citizens Advice bureau, Cancer Council and Quit providing funds to purchase authoritative resources and support.



The National Health Service supports the program by providing information via an information portal on the County Council website.



Within the library buildings, displays of self-help material have been provided through external funding by health bodies. Events on health themes are held in the library and supported by the library resources and collections. For example, health checks for the public, speakers on gym programs, alternative therapies, active sports, and community involvement. The intention is to focus the public on the direct relationship between improving their health and the provision of information available to do so.

### **Creative Bibliotherapy**

I spent the day on the road with Adrian Ure, Audience Development Officer, at Essex County Council and observed as he lead several shared reading groups in Wickford and Laindon libraries. Participants at all groups had been referred by their health professional and in one group, several ladies were accompanied by their support workers.



Adrian read aloud a short story and a poem and encouraged participation. In each group I was astounded by the level of interest and the profound engagement of the participants with the text and their emotions. I watched Adrian's techniques of facilitating the group and again, saw in practice, what I had learned at the Read to Lead training. Both Adrian and June Turner had previously completed Read to Lead training with The Reader Organization and have since developed their own model for use in Essex.



## **10. Pilot Group – Melbourne**

On my return to Melbourne, I set up a 12 week Pilot Reading Group at Fairway Hostel, an Aged Care Facility in Sandringham, implementing the Creative Bibliotherapy model I learnt at the *Read to Lead* training held by The Reader Organization.

I held meetings with the Lifestyle Manager and the Diversional Therapist to outline the project and explain the anticipated benefits to the residents. This is a therapeutic reading group with emphasis on improved wellbeing, confidence, concentration and engagement. The Coordinator chose residents whom she considered appropriate for the pilot study, based on need, physical and mental ability.

The Reading group began in March 2010 with eight residents and grew to 10-12 as word got around. We met weekly for an hour and a half session that included sharing tea and a chat. I, as the facilitator, read aloud from a carefully selected piece of prose, stopping occasionally to elicit a response or discussion. Residents were invited to join in, read a portion or remain quiet – there was no pressure to actively participate. After the prose, we shared a poem in the same way. Initial reluctance to tackle poetry gave way when residents realized there was no academic analysis expected – simply enjoyment, emotional response or reminiscence.

It was important that a therapist sat in with the group to observe any behaviour that may have needed follow-up after the session. Sometimes the texts elicit emotional outpourings, happy and sad memories, anger or pain and it is not the facilitator who is trained to deal with this - it is the responsibility of the trained health professional. It is imperative that the reading group is undertaken with the support of the therapist or organization and that this is understood from the beginning.



### **Outcomes of the Pilot Group**

I conducted two evaluations during this Pilot project, one halfway and one at the end of the 12-week cycle, to gauge the responses from the residents and as a quality assessment from the Lifestyle Manager and the therapist. All responses were positive with residents commenting they looked forward to the group as it made them think for themselves and gave them something else to think about aside from their ailments and the monotony of the day.

A 92 year old resident told me " This (the reading group) is the only reason I got out of bed this morning.'

Another said 'There are a lot of activities offered here, but the Reading Group is the only thing I come to. I really look forward to it.'

And another 'This Reading Group is my lifeline. It's my link with the past.'

A near 90-year-old resident said 'There'd be a revolution if you stopped the Reading Group!'

She has given me a wonderful mental picture of my readers waving their walking sticks or storming the Manager's office in their walkers and wheelchairs!

Tonianne Hawthorne, Fairway Lifestyle Manager, considers this Reading Group to be an integral part of the Aged Care Hostel's program and has decided to fund the group from their own Activities budget to ensure its sustainability.

‘Residents who participate in the program look forward to their weekly library group and particularly their time with Jennie. The program provides participants with the opportunity for cognitive stimulation within a small social group. The program explores self expression in a non threatening environment, optimizes a sense of importance, belonging and confidence.’<sup>21</sup>

This positive feedback has enabled me to continue facilitating the Reading Group as an on- going service to the Fairway Hostel for the 2010/2011 financial year and into 2011/2012. Throughout this project I have had the ongoing encouragement and support of management and staff at Bayside Library Service.

## **11. Findings**

My study tour to the UK confirmed my opinion that Creative and Prescriptive Bibliotherapy practices are well within the realms of public libraries in Australia and flow on from the reader development work that is our core business.

The Kirklees web-based toolkit<sup>22</sup> that I intended to emulate, follows the lines of Prescriptive Bibliotherapy. The resources are compiled through partnerships with medical and allied health professionals and the library staff.

There are various ways to make the resources available.

1. Displays of books on health topics in libraries. This is an extension of what library staff do on a daily basis as part of their reader development role. Input from health professionals would further validate the collection.
2. Online database of resources accessible either through the library website or made available in hard copy in the library. The advantage of this is that people can access these resources in the privacy of their own home. There is no direct social connection but people can be assured that health professionals authorize the items.
3. Satellite collections of self-help books in libraries, community centres or medical centre waiting rooms. The model relies on partnerships and staff, in some cases not library staff, taking responsibility for the collections and for keeping them current and relevant.

4. Prescriptions for particular health issue advised by health professionals and dispensed by library staff. This is the most complicated model in that it totally depends on the commitment from recognized health professionals to provide authoritative and reliable 'prescriptions' that are easily available for the library to purchase. Joint funding is recommended to provide the collection so that there is a win-win outcome for health professionals, libraries and of course the person for whom the prescription has been given.

These models of Prescriptive Bibliotherapy require funding and expertise that I am unable to provide, so, although I intended creating a web-based toolkit for Victorian librarians to follow, I have not at this stage pursued that course. Kirklees Library has the advantage of being supported by The National Health Trust and is funded to employ specialized staff to develop Prescriptive Bibliotherapy. I realize its value but am practical about the possibilities for me to implement it on this level at this stage.

It would, however, be feasible for public libraries to implement a form of Prescriptive Bibliotherapy, using the first two suggestions above.

A simplified version of the Essex *Get your life back* Prescriptive Bibliotherapy program could involve focused displays of self-help and related health books combined with nonfiction narratives, memoirs and biographies, using the principles of the Frontline Reader development training being rolled out across all Victorian Public Libraries 2010 – 2013. In this way, the library is acknowledging their own role in the potential to improve the life skills and wellbeing of the local community. This relies solely on the collection available at the particular library and on the staff's expertise in alerting readers to the resources.

'Bibliotherapy highlights the public library as an inclusive and nonthreatening community space with resources for lifelong learning.'<sup>23</sup>

Prescriptive Bibliotherapy is demonstrated here at Bayside Library Service where a display entitled 'Feel better with a book' promotes self-help and related books chosen from across the genre collections. The display is situated next to the Health collection so more information is readily accessible.





The intention is not only to provide medical self-help information but also to promote items across the genres in the library that relate to personal or mental health problems, for example, bullying, depression, relationship issues, grief, pain management, phobias, anxiety or dementia. Research shows that some people relate better when they realize there are others who suffer the same affliction that they do.<sup>24</sup>

Lists of resources and related websites could have prominence on library homepages for those who would prefer anonymity when selecting their health related resources.

Further developments could include partnerships with health professionals to suggest additional titles to be purchased for the library. This could be the precursor of a more fully funded and formal Prescriptive Bibliotherapy program.

My successful reading group at Fairway Aged Care Hostel demonstrates that it is feasible for public libraries to practice Creative Bibliotherapy by fostering partnerships in their local communities and by utilizing the reader development skills of their staff.

My study tour alerted me to the many variations of Bibliotherapy being practiced in other parts of the world and reaffirmed its value and potential. My recommendation is that Bibliotherapy be given a sustainable place in public library practice in Australia as an extension of reader development and outreach commitments already established in most Australian public libraries.

## **12. Sharing what I have learnt with colleagues**

### **Publications**

Reading is alive and well!  
InCite 31 (3) March 2010

Bibliotherapy – Reading into wellbeing: Libraries, Health and Social connection.  
Library Stars 2010: best of the best Competition entry  
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Reading into wellbeing: Bibliotherapy, libraries, health and social connection.  
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## **Presentations**

Bayside Library Staff – All Staff training Day. 7 March 2010

Bayside Divisional Therapists Group – Fairway Hostel 15 March 2010

Book Well program State Library of Victoria – Training 22-26 March 2010  
and follow-up meetings held at State Library of Victoria.

Bayside City Council – Senior Managers 26 May 2010

Bayside Cross Council information session: Social inclusion opportunities  
Melbourne. 24 June 2010

Active Service Approach Southern Region Network. Melbourne – Guest  
speaker 16 September 2010

St Peter's Church Book Fair, Brighton, Melbourne – Guest speaker 17 June  
2010

Soroptomists Association Bayside Charter – Guest speaker 20 September  
2010

Libmark Seminar. National Year of Reading – a marketing bonanza! Wheeler  
Centre Melbourne. Paper presented. Healing the soul: Bibliotherapy in Action  
at Bayside Library Service. 8 June 2011

Maribyrnong Library Service – Staff meeting, Footscray Library 31 March  
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*To see a world in a grain of sand,  
And a heaven in a wild flower,  
Hold infinity in the palm of your hand,  
And eternity in an hour.*

*William Blake*