

AN ALTERNATE VIEW OF ROLES OF PUBLIC LIBRARIES

- Basic literacy
- Business and career information
- Commons (notion borrowed from academia describing a social space with access to information)
- Community Referral
- Cultural Referral
- Current Topics and Titles
- Formal Learning Support
- General Information
- Government Information
- Information Literacy
- Lifelong Learning
- Local History and Genealogy

Planning for Results: A Public Library Transformation Process
Chicago: American Library Association, 1998
