Current and potential role of public libraries in Pakistan for serving homeless and poor (e.g., nomads, beggars, street children)

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ABSTRACT

Purpose
One of the toughest issues in public libraries have ever faced is serving homeless. The homeless people need a way out of poverty and assistance to lessen the suffering along the way because their numbers are growing yearly. By giving information on every conceivable topic in a wide range of formats, public libraries open up new worlds to the underprivileged. The public libraries have the capacity to get access, empower and enable the poor to change their lives. It is possible to overcome the dilemma between serving the majority groups and extending services to special groups like the nomads, beggars or street children.

Methodology
This study adopted a quantitative approach and used a questionnaire to explore the outreach services of public libraries for underserved users and to measure the current and future services for such users. E-mails including a link to an online survey were sent to librarians of public libraries in Punjab to collect data. Seventy-one participants responded to the survey.

Findings
Overall, the participants indicated that outreach services for nomads, beggars and street children are not currently being provided by public libraries in Punjab but respondents wanted to provide such services in future. The findings of the study revealed that public libraries in Punjab ignored nomads, beggars and street children for providing outreach services. All the respondents were of the view that public libraries should provide such services. The study indicated the need for more inclusive and welcoming library services for vulnerable and neglected segments of the society by

public libraries.

Conclusion

They belong to one of the underserved user groups who deserve to be treated with respect. Libraries should be a safe haven and provide a stable learning environment for all users, regardless of their social and living status. Libraries have the social responsibility to promote sensitivity among the public toward the homeless and to be proactive in providing community support to the homeless.

1. Introduction

Public leaders emphasized the creation of public libraries as an integral part of the information society. Democratic authorities have had a public vision for the education and interests of people. According to the UNESCO Public library Manifesto (2010),"The public library is a local information center, enabling its users to access all knowledge and information for free". Public library services are provided on an equitable basis for all people, regardless of language or economic status, age, race, religion, gender and nationality. The community needs the information that the public library can provide. Public libraries are sustainable options for providing reading materials to community (Dent, 2007; Shekari & Khademizadeh, 2023). A community or public library therefore must be properly maintained. The community or public libraries are important products that enable individuals to have same approach to information to meet their various information needs at any given time. They have a great impact on the economic growth of the country (McNicol, 2019).

The public library's concept is fundamentally based on accessibility for everyone. This is reflected in the mission statements of libraries as well as professional library literature, including international guidelines developed by professional libraries. According to the Australian Library and Information Association, "public libraries are safe, trusted, and inclusive public spaces where everyone is welcome" (ALIA, 2016, p. 13). Public libraries, as information service and protective centers for the community, strongly support activities that increase interest of readers through a variety of activities and facilities. In order to nurture future generations of readers, these activities and facilities are highly recommended for use by parents or others in the neighborhood (Harisanty & Anna, 2020; Lloyd, 2020).

Public libraries are social infrastructure and often strive to reach out to communities to give them access to resources and services (van Melik & Hazeleger, 2023). One of the toughest issues in public libraries have ever faced is serving impoverished and homeless with high social needs (Garner et al., 2021). The impoverished and homeless need a way out of poverty and assistance to lessen the suffering along the way because their numbers are growing yearly. It is an ethical and professional responsibility of public libraries to create an inclusive and welcoming environment for individuals experiencing homelessness (Forrest, 2022). By giving information on every conceivable topic in a wide range of formats, publiclibraries open up new worlds to the underprivileged. The opportunity provided by the information can transform or save lives and lead to other opportunities. As the knowledge professionals, librarians owe it to those who have been wounded by poverty to spread knowledge like a salve. Poor people's bodies, minds, and spirits can be healed by the knowledge and services found in public libraries.

The public libraries have the capacity to get access, empower and enable the poor to change their lives. It is possible to overcome the dilemma between serving the majority groups and extending services to special groups like the nomads, beggars or street children. They belong to one of the underserved user groups who deserve to be treated with respect. Libraries should be a safe haven

and provide a stable learning environment for all users, regardless of their social and living status. Libraries have the social responsibility to promote sensitivity among the public toward the homeless and to be proactive in providing community support to the homeless. Libraries not only serve as community portals, but also as a location for serving street children, nomads and beggars and their families to connect with resources, acquire new skills, and meet new people. Public libraries are globally acknowledged as social institutions capable of bringing about social and economic change in society. Public libraries are the social agents for development and have the capacity to help in achieving the Sustainable Development Goals set by United Nations (Mansour, 2020). Unfortunately, the Public libraries didn't adopted the role for serving underprivileged yet in under developing countries such as Pakistan.

Public librarians are not always able or willing to embrace their role as providers of social and institutional capital for homeless patrons. Yet their position as gatekeepers impels them to do so (Giesler, 2019). The current study is conducted to examine the current position of Public librarians in Punjab Province of Pakistan for serving underprivileged sections of society such as nomads, beggars and street children. No study has been conducted in Pakistan to address the role played by Public libraries in this regard. This study ascertains the available and services for street children, nomads, and beggars. It also examined resources, opportunities challenges faced by Public libraries in Punjab for serving impoverished. This study presents a brief picture for serving the poor and ignored sections of the society.

2. Research Questions

There is rise in numbers of people experiencing homelessness in cities, towns and regions of Pakistan. The public libraries are not seeing visits from members of homeless community. This research is carried out the role of public libraries for providing outreach services to users. The following research questions are framed to answer these issues;

1. How much the role of Public libraries is significant in providing servicesto nomads, Street Children and baggers?
2. What types of opportunities are available in public libraries for serving nomads, beggars and street children?
3. What kinds of challenges are being faced by Public Libraries for providing services to nomads, Street Children and beggars?

3. Review of literature

Examining literature is an essential stage in any research process as it involves evaluating the existing literature in a specific research area. This helps in gaining insight into the existing understanding information includes contributions in terms of both theoretical and methodological aspects, as well as substantive findings related to a particular topic. Relevant literature has been thoroughly examined based on the study's concepts.

Terrile (2023) explored library services provided to temporary housing providers and also measured their satisfaction with services. This study collected data from l,000 temporary housing providers by sending a link through E-mail. Majority of respondents (two-third) indicated some type of relationship with the public library. They were satisfied with the services of public libraries but the comments revealed that patrons in temporary housing felt unwelcome in some instances. It indicates the need for provision of more inclusive and welcoming library services for people who are in temporary housing.

Serra and Revez (2023) examined the social inclusion of refugees and asylum seekers by public

libraries by addressing their information needs. This research analyzed perceptions of public librarians in this regard. The results showed that public libraries do not identify the need to provide services to forced migrants as their users. The gaps include limited practice in assisting with job and housing searches, promoting health literacy, and inclusive collaboration with schools, as well as space, financial, and human resources constraints. To overcome the gaps, the respondents emphasized the need to focus on inclusive social mission of the public library and the universal accessibility. They proposed initiative-taking public library collaboration with other networks.

Marler (2023) examined the role of libraries in helping people to manage poverty by using internet and its effects on their wellbeing. This study made observations and interviews at a public library where participants relied on public computers partially or fully for internet access. The findings show that participants considered internet access very important for their leisure time and entertainment. The potential social benefits for disadvantaged users call for a reconsideration of initiation of such activities.

Terrile (2023) used interpretative phenomenological approach to explore experiences and understand the library work of five public librarians in the United States about with children and families experiencing homelessness. The participants were committed in providing services to families in homeless situations. Participants expressed their self-censoring judgments about their peers, shelter staff members and families they worked with. The findings of the study situated the participants' experiences within a context of ambivalence around homelessness in library services.

Lopez, Mehra and Capse (2023) examined the strategic and impactful role public libraries in the 21st century to achieve greater equity. They conducted a qualitative meta-analysis of chapters of a book. They presented a framework of social justice to strengthen library services for engaging underserved families. They proposed that public libraries should welcome underserved families by using targeted universalism and active inclusion strategies. The public library leaders need to rectify historically imbalanced inequities by removing barriers and reallocating resources.

According to Garner (2023), there is rise in numbers of people experiencing homelessness in our cities, towns and regions and public libraries are witnessing an increase in visits from the members of this community. The staff of public library staff is required to assist people experiencing homelessness. This study reported the experiences of Australian public library staff while working with this community. The study found that public library staffs were frequently working with people experiencing homelessness. The also reported that they felt unsafe at work, and a believed that the presence of people experiencing homelessness in libraries can be detrimental to other library users.

Provence (2023) identified the role played of three different models of public library social work practice: The Signup and Summon Model; The Outreach and Summon Model, and the Social Work Center Model for patrons experiencing homeless. Due to impact of this role, patrons experiencing homelessness are less likely to interact with security and police and less likely to be excluded, arrested, or jailed. This study used an embedded multiple-case study approach, by collecting data from l07 respondents from three United States' urban libraries by employing 9l surveys and 46 in-depth interviews.

Adams and Krtalić (2022) examined the perspectives of homeless library customers about the barriers to equitable library use, services, and social inclusion. They collected data through a qualitative phenomenological approach comprising semi-structured in-depth interviews from seven regular library users of a public library in Christchurch, New Zealand, who were

experiencing homelessness. The homeless users considered the public library as a safe, warm, and quiet place to relax and cope with difficulties related to experiencing homelessness. After evaluation of the effectiveness of general and targeted library services from users' points of view, the study recommended changes in the role of public libraries for provision of targeted library services.

Singha (2022) presented a Prototype Model about the role of academic libraries for provision of information among the Homeless People in West Bengal in digital age. This study sheds light on the development of academic libraries as a panacea to fulfill information needs of users having dexterity in using new technologies. This study found that lack of competency and technology literacy and inadequate power supply were some of the challenges hindering effective information service delivery. This study recommended that librarians should make efforts to acquire skills through personal training to remain relevant.

Williams (2022) examined the public librarians to manage boundaries while providing services to homelessness people. This study conducted interviews with 24 library staff at three public libraries in the Midwest United States. According to the findings, tensions in professional and personal boundaries of librarian are attributed to perceptions of vulnerability among librarians and the patrons. This study recommended provision of training opportunities and creation of partnerships that enable public library staff to re-conceptualize their role.

Provence (2020) explored the role of the public library social worker in its broad context as well as the specific context of patrons experiencing homelessness through open-ended interviews and brief quantitative surveys. This study discussed the conditions and types of social work practice within a public library, tools of engagement used by social workers, and the role of social workers in equipping library staff to have increasingly humanizing interactions with homelessness patrons.

Dowdell and Liew (2019) investigated policies, practices and services of public libraries proved to people experiencing homelessness by using a qualitative-phenomenological research approach. Data were collected from four homeless participants and seven librarians from four public library networks from New Zealand. The findings revealed none of the participating libraries had framed policies or services for homelessness people but the libraries were providing services to homeless patrons. They recommended that public libraries should provide services contributing to the strengthening of cultural identity. Public library policies and services should be formed while taking into consideration the relevant socio-cultural contexts.

Giesler (2019) explored the role of public librarians' role as providers of social and institutional capital for homeless users by conducting focus-group interviews with staff of homeless shelters in eight urban communities in one Midwestern state of USA. The collaboration and communication between homeless shelters and public libraries were explored. Although, homeless shelter staff recognize the value of public library services for homeless patrons but do not engage in coordinated efforts in this regard.

Zhang and Chawner (2018) examined the perspectives of homeless peoples' on public library services and compared these with the attitudes of library staff. Homeless patrons viewed the public library as a safe place because it offered a welcoming atmosphere and services targeted at the homeless. Public library staff agreed that provision of targeted services toward rough sleepers changed the relationship between staff and the homeless patrons. There was disagreement among library staff about targeted services as the most appropriate approach.

Forehand (2018) conducted a case study to examine efforts of the Pruitt branch of the Nashville Public Library to overcome homelessness. This study proposed a strategic action plan composed

of four steps for homelessness. These steps includes collection of patron feedback regarding services, make information about the library's diversity committee more publicly accessible, prioritizing meeting objectives of homelessness and creation of program focused on helping them.

Russo (20l7) stated that socio-economic factors in rural areas present challenges in accessing information resources. A study of media services for older workers provides circumstantial evidence of integration and access to a wide range of services. Key findings indicate that older workers have information needs about entertainment and intellectual stimulation, transportation challenges, and limited access to technology and Internet services. Outreach activities have been found to have a positive impact on the lives and overall well-being of older workers by providing important social links and serving as a key link for older workers and the industry.

Adeyemon (20l7) recommended that libraries should try to reach traditional and non-traditional library users, beyond the walls of physical libraries for serving communities who need. The creation of a media service unit fulfills a long-standing need to serve the community living nearby areas. The implementation of awareness strategies was conducted through the management of physical and human resources without an awareness budget.

Corey et al. (20l6) showed that three types of services are being organized by library for homeless people. The work experience of Zagreb city government schools in each category provides insight into the challenges of each category and ways to overcome them. Also, it can tell others what to expect when such a model is implemented. This study presents first-hand experience in the organization of homeless services and its programs. The project of the Zagreb Municipal library "Books for the home" was made possible thanks to the international non-profit EIFl (Electronic Information for libraries). The author's experience shows that each model has some challenges and opportunities for the school and its partners regardless of the location of the library service - whether it is organized in the library or in the shelter - and regardless of the need for attendance - full time or part time. The author's experience in the process of the pioneering project of the Zagreb city school "Books for Home" is especially useful as the project seeks to enable homeless people to participate in the labor market. In addition, most of the work was done in a homeless shelter in Zagreb. Public librarians have found themselves faced with complex new challenges in the organization of homeless services.

Averett and Rodriguez (20l6) stated that librarians have been working with families in and out of school for many years, providing access to printed materials, motivating young children to read, and connecting with schools. Through interviews, and observation they investigated the actions of librarians to help children help support school and time at school.

Sanderson, Mail and Fisher (2017) stated that public librarians assisting homeless users can be challenging as they bring a variety of needs and concerns. In this research study, librarians in the United States responded to a questionnaire survey focusing on their relationships and their ability to help homeless librarians. The results show that librarians can help, but are not well trained to meet the often complex needs of the homeless. In the future, additional training may enable librarians to act as gatekeepers to connect homeless people with social services.

Colburn and Aldern (20l6) found that older workers have information needs about entertainment and intellectual stimulation, transportation challenges, and limited access to technology and internet services. Outreach activities of libraries have a positive impact on the lives and overall well-being of older workers by providing important social links and serving as a primary link for older workers.

Review of literature showed that there is lot of literature published worldwide by various

authors, researchers and theorist regarding outreach services among public libraries but still there is need to conduct investigation about services for homeless patrons. Moreover, the literature reveals that no research has been conducted about outreach services for impoverished and homeless in Pakistan. Hoping this study will fill some of the existing gaps in LIS research.

4. Research Methodology

The current article used quantitative research approach. According to Muijs (20l0), quantitative research can be defined as "the collection and analysis of data from a large population and their analysis using statistical methods". He used quantitative research methods to achieve his goals. Quantitative research approach is used to achieve the objectives of the current study. Choosing the appropriate research method to achieve the research objective is an important part of the research process. According to Powell (2006), the method of questioning is a suitable and appropriate method for research in the field of education. The literature review shows that previous studies, including those of Nagaraju (20l5) and Tella and Oyedokun (20l4), have used qualitative and quantitative research methods to achieve their research objectives. The current study used questionnaire to ascertain the status of outreach services for nomads, beggars and street children. Many tools are applied to collect data from "people", such as interviews, interviews, observations, etc. According to Blaxter (20l0), the questionnaire is the best tool for collecting data from large and scattered people. Rea and Parker (2005) stated that one of the advantages of the questionnaire is that it can be given in other communities or in groups of residents in a few years. They argued that interviews are the tools most researchers use when they have a large population. Therefore, a structured questionnaire was designed keeping the research objectives in mind. The development of the questionnaire was based on an in-depth analysis of the existing literature. The questionnaire was reviewed and revised several times under the guidance of the research supervisor.

4.l Validity and reliability of questionnaire

An expert is needed to check the validity of the content of the questionnaire. To gather relevant information, experts were invited to comment on the first draft of the questionnaire. Selected experts have extensive experience, recognized professional reputations and involvement in university and college public library services. The quality of the questionnaire is improved by the inclusion of practical advice from experts.

A pilot study is conducted on a small scale. This helped identify flaws and defects in the data collection tool. To ensure the reliability of the data collection tool and the restriction structure, it was distributed among two library professionals working in public libraries of Punjab. Two respondents completed the questionnaire and both these experts were explicitly asked about the shortcomings in the data collection tool. Four sections are used to explore the outreach services for nomads, beggars and street children provided by public libraries in Punjab, Pakistan. Cronbach Alpha was used to ensure the reliability of the instrument, an alpha coefficient was applied to all questionnaires. Cronbach's alpha value is 0.972, which is exceptional.

4.2 Population and sampling

The word "population" refers to a group of people or a study group. According to Powell (2006), the word "population" refers to "any type of person or thing that has at least one common characteristic". Ahmad (2020) stated that at the time of establishment of Pakistan, the state of

public libraries was very bad. At the time of partition, Pakistan inherited only two major libraries, "Punjab University library" (l908) and "Punjab Public library" (l884), both located in lahore. For the period of research, the target population was the librarians working in the public libraries in Punjab province. Data collection from the target population will be done using convenience sampling, which is a non-probability method. All the public libraries in Punjab were population of the current study. Questionnaire was distributed to all the libraries but 70 participants responded.

4.3 Data collection and analysis

The first step in data collection was to distribute the questionnaire to the librarians working in public libraries in Punjab. The follow up procedure was adopted from time to time to get the questionnaire filled. The researcher personally visited the public libraries to collect the data. In addition, the researcher approached the target audience through mail, WhatsApp and other social media channels to collect maximum data. The gathered data was entered into SPSS version 22 software. Different codes and numbers were allotted to questions. Gathered information was entered in software which was a statistical package for socia1 sciences (SPSS 22.0). Descriptive and inferential statistics was used to analyze the data regarding outreach services in public 1ibraries of Punjab. Effects of demographic factors on the opinion of respondents was also analyzed by using Independent Sample t-test.

5. Results

5.1 Demographic data

The demographics are the features of the population, their gender, experience and qualification who participated in the research (Table l). The results show that 49 (70%) of total 70 (l00%) participants were male and 2l (30%) were female.

The majority 30 (42.82%) of total 70 (100%) participants were Librarians, while 14 (20.0%) were senior librarians, 7 (10%) were deputylibrarians, 20 (28.57%) were other which are working in library.

With respect to qualification, majority 32 (45.7%) of total 70 (100%) participants have qualification MLIS/BLIS, while 21 (30%) had M.Phil and 17 (24.3%) had other than these qualification.

The findings about the age of respondents revealed that greater part of the respondents 35(50%) were over 40 year old and it is the half of the respondent are over 35 years. 26 (37.1%) have age between 31-35 years, while 9 (12.9%) participants have 26-30 years.

Table 1: Demographic details of respondents

Gender	Frequency	Percent
Male	49	70.0
Female	21	30.0
Designation		
Deputy Librarian	7	10.0
Senior Librarian	14	20.0

Librarian	30	42.82
Others	20	28.57
Education		
MPhil	21	30.0
MLIS/BS	32	45.7
Others	15	24.3
Age		
Less than 35	35	50.0
Over 35	35	50.0
Total	**70**	**100**

5.2 Required outreach services

In the Table 2 show the statistics results which are calculated by SPSS. The results show about a current status of public library outreach services for nomads, beggars or street children. There were 5 option used for each question but mean values show that respondents decided the 5th one which is mostly never. Only two respondents used option rare. It shows two libraries published special kinds of literature or develop mobile library for nomads, beggars or street children.

The Table 2 shows the rating made by respondents about the need of required library outreach services for nomads, beggars and street children. There were 5 option used for each question but the respondents decided different option one which means that there are variations in the data. Participants rated publishing special literature and sitting facilities outside the library as always or frequently. Majority of the statement has been recommended by participants because mean value is greater than 3.0. Food facility and mobile are not recommended by participants with mean value less than 2.

Table 2: Required outreach services (N=70)

Outreach services	Current Mean	Potential Mean
Published a special kind of literature	1.02	4.41
Availability of sitting facilities outside	1.00	3.92
Special kind of activities for elder users	1.00	3.90
Use of psychologist as a team member for counseling purposes	1.00	3.74
Group discussion according to age groups	1.00	3.64
Arrange any reading camp in remote areas	1.00	3.54
Visit remote areas	1.00	3.21
Provision of financial support	1.00	3.18
Provision of transport facility	1.00	3.00
Online book clubs and reading groups	1.00	2.98
Arrange programs for awareness purposes	1.00	2.44

Arranging food facility	1.00	1.60
Develop any mobile library	1.01	1.10

Scale: Strongly Agree=5, Agree=4, Neutral=3, Disagree=2, Strongly Disagree=1

5.3 Fixation of funds and engaging NGO

The results showed that no library has fixed funds for the support of nomads, beggars and street children. Furthermore, libraries have not engaged any NGO to provide support for such vulnerable sections of society.

5.4 Availability of resources/opportunities for outreach services

This portion of the questionnaire is about requirements of outreach services. The four options are selected for the resources and opportunities available for carry out outreach services for nomads, beggars and street children by public libraries. Mean values shows that funds and trained staff is available to carry out outreach services for vulnerable groups. Results for mean values show the lack of smart furniture, lack of food, lack of transport facility and lack of special kinds of stuff/books for vulnerable groups.

Table 3: Resources and opportunities for outreach services

Resources and opportunities	Mean	Std. Dev
Trained Staff	3.28	0.96
Availability of funds	3.14	1.06
Building infrastructure	2.14	1.06
Online presence of library	1.57	0.82
Food	1.38	0.76
Special kind of stuff and books	1.27	0.61
Smart furniture for camping outside	1.17	0.56
Transportation facility	1.11	0.36

Scale: Strongly Agree=5, Agree=4, Neutral=3, Disagree=2, Strongly Disagree=1

5.5 Challenges in providing services

The result of table shows about the challenges which are faced by a library. The result of all questions showed higher mean. The mean value higher than 4 showed that respondent feel that public libraries are facing problems for providing facilities to nomads, beggars and street children.

Table 4: Challenges Faced by public library for providing services

Challenges	Mean	Std. Dev.
Inadequate sitting arrangements	4.84	.470
Insufficient number of reading material	4.65	.866

Lack of Knowledge about new library trends	4.64	.614
Lack of government attention towards public Libraries	4.62	.640
Building Insufficient	4.57	.826
Lack of IT skills among library professionals	4.30	.906
Lack of trained staff for such activities	4.20	.650

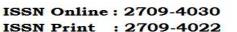**Scale:** Strongly Agree=5, Agree=4, Neutral=3, Disagree=2, Strongly Disagree=1

Discussion

The current outcomes of the study pertaining to each research question are as under. The resu1ts showed the current and required status of public library outreach services. There were 5 option used for each item but the respondent decided the 5th one which is mostly never. It means that current outreach services are very rare. The results also showed that no library has fixed funds for the support of nomads, beggars and street children. Furthermore, libraries have not engaged any Non-Governmental Organization (NGO) to provide support for such vulnerable sections of society.

The results shows that of independent t-test showed that the (P-value > 0.05) of below listed descriptions indicates that there is no statistically significant difference between the opinions of male and female library professionals regarding the required outreach services. The results show that gender has significantly influenced the required outreach services. Visit of remote areas, developing a mobile library, and provision of financial support are recommended by male in higher frequency while publishing literature and arranging psychologists are more recommended by female. The result shows about the challenges which are faced by a library. The result of all question shows lowest mean and it's around 2 that's mean public library have facing all the problems like funds infrastructure/ buildings/ Books. The results (Table 4.2.l) of independent t-test showed that the (P-value > 0.05) of below listed descriptions indicates that there is no statistically significant difference between the opinions of male and female library professionals regarding services provided by Public library as an outreach services. The mean score of both male and female participants were similar and did not show any significant difference. Nonetheless, the high mean scores of both groups of participants indicated that the views about services provided by Public library as an outreach services for libraries among below mentioned were almost same. Participants rated publishing special literature and sitting facilities outside the library as always or frequently. Majority of the statement has been recommended by participants because mean value is greater than 3.0. Food facility and mobile are not recommended by participants with mean value less than 2.0. The results that there is no statistically significant difference between the opinions of male and female about majority of resources and opportunities. Availability of special kinds of stuff/books for vulnerable groups has significant difference and has higher mean for male. There is no statistically significant difference in opinion of respondents about the availability of resources and opportunities on the basis of educational qualification.

Conclusions

Many research participants felt that outreach services will become the main method of delivery for library services in the future. This has major implications for the future design and planning of services and for the future provision of both library budgets and training. Outreach will need to be considered as a large part of future practitioners' job roles within the public sector, whether

those roles are created entirely for this purpose or whether teams as a whole contribute to provide outreach services. As a result of this, technology will also need to be better implemented and explored amongst professionals to create a wide range of outreach services and extend the current reach for further afield and across a wider range of platforms. Technology will also help streamline and improve outreach services for those practitioners already involved in outreach work.

Changes in and increased use of different technologies will also affect the future of the library as a physical space. How the space is utilized and its relevance in providing the best services and resources for public librarian professionals will undoubtedly have an impact on how much funding is allocated to physical resources. A need for impact measurement has also been shown. This will need to be implemented throughout the sector in order to gain valuable insight into the impact of outreach services and best practice methods, whilst also providing valuable evidence of the work of information practitioners and their impact within the wider healthcare sector. This will also provide valuable information for public library professionals at a local level about what services are most valued by their users and how resources can best be allocated to provide the most appropriate levels of service. Promotion and marketing of public library services and the lack of availability of outreach services for nomads, beggars and street children has been a worrying revelation to have emerged from this research. This area has the potential to be explored further to establish any possible means of being able to ensure that public library professionals are fully engaged in providing services to vulnerable sections of society. This links in with the value that library services have within organizations, and more work is needed here to prove this. The value of libraries needs to be demonstrated more than ever in such circumstances not only for the cost-effectiveness impacts that they can have on lives of neglected individuals, families and communities.

Recommendations

Outreach services have been affected by staffing levels and financial constraints. Building relationships with users can be a challenge. Promotion of the service is a key element of making outreach work effective for neglected sections of society. There is a perceived need to move away from traditional models and view of the library as a physical space and to take services into the users workplace. Outreach services run by one team or individual, often cover multiple libraries and trusts. Develop mobile libraries to facilitate vulnerable communities. Conduct awareness seminar for LIS professionals how to facilitate assailablecommunities with education. Public libraries to can Incentives to generate resource in collaboration with NGOs those are working on national and international level.

Volumes have been written about the transforming experience of reading, whether for information or pleasure (e.g. Ross, McKechnie, and Rothbauer, 2006). Although some might suggest that illiteracy is endemic to adult homelessness, Juchniewicz (20l2) showed that homeless adults who read frequently and critically "rewrite their lives, and subsequently their worlds" (p. 505). If society is to become serious about ameliorating the harsh circumstances of homelessness, more research is needed.

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