

Keeping Libraries Alive Behind Bars: A Study of NSW Corrective Services Libraries

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Abstract

Libraries in prisons in Australia are traditionally repositories of old, second hand books, staffed (if at all) by an inmate who can hopefully read. The NSW Department of Corrective Services is attempting to change this situation with a number of innovative strategies. The first step was to centralise the management and budget of all libraries (staff and inmate) under a single manager. This has enabled the supply of new, good quality library resources in a cost effective and coordinated manner. It also quarantines the library budget from being used to pay for other prison related activities. The next step has been to provide properly qualified staff for these libraries, to ensure that these improved resources are used effectively. As the budget is not adequate to employ civilian staff for all the libraries (currently there are 48 libraries), inmates are recruited for the position of Inmate Library Clerk and offered the opportunity to complete a recognised training qualification in library science. This paper will discuss the challenges and opportunities of implementing and operating this system and the resulting short and long term advantages for the Inmate Library Clerk and the other inmates. It will also discuss the advantages of this system for the staff in the prisons as well as the society in general, to which most of the inmates will eventually return. It will also discuss the technical, legal, political and social implications of providing library services and inmate library training within the Prisons, and the challenges that are faced by the library staff, both inmate and civilian, when working in libraries in a correctional environment.

Introduction

The mission of the NSW Department of Corrective Services is to manage offenders in a safe, secure and humane manner and reduce risks of re-offending in order to contribute to a safer community. Inmates in prisons are among the most disadvantaged individuals in society. Most have very low levels of literacy and education, with almost no exposure to libraries in their normal life, although a few are very highly educated and have high expectations of the level of materials and services provided in the libraries. A period of incarceration in prison can be used as an opportunity to rehabilitate individuals through education and work programs, and libraries can be a very important aspect of these programs. Good prison libraries therefore can present an excellent opportunity to help these individuals understand the advantages of using libraries during their incarceration as well as when they are released.

In Australia libraries in prisons are traditionally repositories of old, second hand books, staffed (if at all) by any inmate who happens to be passing through the prison. The NSW Department of Corrective Services is attempting to turn this situation around with a number of innovative strategies including dedicated funding and management, centralized purchasing, standardized systems, improved facilities and professional library training for Inmate Library Clerks.

Background

The Commonwealth of Australia is a country in the southern hemisphere comprising the mainland of the world's smallest continent, the major island of Tasmania and a number of other islands in the Indian, Pacific and Southern Oceans. Australia is a federation of 6 states and 2 territories with a population of 21 million. New South Wales is the oldest state, has the largest population (almost 7 million) and covers an area of 800,000 square kilometers. The NSW Department of Corrective Services currently has over 9500 individuals incarcerated in 35 prisons around the state, with another one about to be built (NSW Department of Corrective Services, 2006). Within the centres there are between 1 and 6 separate libraries. This is the result of various physical barriers within the prisons, security restrictions and the resulting limitations on inmate movements. The majority of the libraries are staffed by Inmate Library Clerks, under the local supervision of the Correctional Education Officer. Overall professional supervision is provided by the Manager, Library Services. There are also 2 larger, professionally staffed libraries. One is located at the Brush Farm Corrective Services Academy (for the use of departmental staff) and the other is at the Metropolitan Remand & Reception Centre (MRRC). In addition to providing general library services for the inmates located there, the library staff at the MRRC provide legal information for all inmates around the state. The provision of legal information can be a very important service to inmates as many of them are acting as their own lawyer, either as a result of their own choice or because of a lack of money to pay a lawyer. The library staff may be their only source of legal information (as opposed to legal advice, which the library staff do not give). All prison libraries are able to be used by both staff and inmates, although inmates are the primary client group.

Inmates who are on remand (that is, not yet sentenced) have the greatest requirement for legal information. These inmates are mainly housed at MRRC, Parklea and Parramatta Correctional Centres. 2 out of 3 of these centres have a professional library staff member located on-site. The 3rd site is serviced by the library staff at Parklea. It is unusual in Australian prisons to have professional library staff, as is illustrated by the results of a survey of inmate libraries conducted by the author (see: Appendix 1). Although all of the prisons surveyed said that they had libraries, these libraries were generally managed by education staff, correctional staff or volunteers who are without any library qualifications or experience. Most have inmates working in the libraries, but only one of these Inmate Library Clerks had any library qualifications. Many libraries have very small budgets or none at all, with most new acquisitions coming from donations only. In Western Australia they are planning to enter into an agreement with the State Library to improve their libraries and provide access to some professional librarians' expertise (personal communication). The situation overseas is somewhat better, with many libraries being staffed by professional librarians (see: Prison Library Clearinghouse, 2006; Alcock, 1988; Bailey et al, 1981; Clark, 1992; Coyle, 1987; Engelbarts, 1972; Gulker, 1973; Joel, 1990; Library Association, 1981; Maryland Correctional Education Libraries, 2002; Vogel, 1994; Vogel, 1995)

There are currently 48 libraries in the 35 prisons in NSW, with more being expected to come on line as new centres are built. However it is often very difficult for inmates to access the libraries. This may be as a result of security restrictions or because of custodial staff shortages. There is a rule within the centres that a custodial officer is required to be in the library (or education area, when the library is located there) when inmates are present. If there are not enough officers to staff the rest of the centre, then the officer in the library or education area is often "stripped" (i.e. taken away to do other duties), and then the inmates are not allowed to attend the library or education centre.

The standard of these libraries varies greatly (Dudeney, 2001; Inspector-General of Corrective Services, 2001; NSW Department of Corrective Services, 2001), but in general most are far below the Australian Library & Information Association and other international standards (American Correctional Association & American Library Association, 1975; American Library Association, 1992; Australian Correctional Administrators, 2004; ALIA, 1990; Lehmann & Locke, 2005; Office of the United Nations High Commission for Human Rights, 2003; Shirley, 2003). A few libraries have been well staffed with inmates and had relatively up-to-date book resources, computer equipment, a catalogue and a circulation system. However, the majority have had very old resources; no computers, circulation or cataloguing systems, with a few unskilled staff to operate the library. The inmate clerks are often only transient and have little or no knowledge of how to manage a library. When inmates who could potentially develop into skilled Inmate Library Clerks have been identified, they would often not stay in the job because the pay was low in comparison with the other work that they could do for Corrective Services Industries. The education staff in charge of the libraries are mostly interested in the work, but they have many other calls on their time and are often unable to give much attention to the library. The lack of trained Inmate Library Clerks also increases the workload of the education staff supervising the library, as they constantly have to find new inmate library staff and train them.

The location of the libraries is often in or near the education centre. This can be an advantage as it may allow inmates to have free access to the library when the education centre is open, without the need for a correctional officer or education officer to be present in the library. However, if the education centre is small, the library is sometimes used as a classroom and this can be a problem with the resulting noise and/or reduced access. The libraries vary from quite spacious rooms, to others with very small areas. At least two libraries have had major structural problems which prevented the rooms being used at all. For example there have been leaking roofs, which led to waterfalls down the walls or asbestos in the walls which made the rooms uninhabitable. Even in the newer centres the space available for libraries is sometimes quite restricted. For example although the prisons at Kempsey and Windsor (Dillwynia) were built at the same time (2004-5) one has a quite large and well equipped library, while the other has a small room that no inmates ever get to – the entire library service is provided with a book delivery trolley.

Although many years ago there was once a centralized service for providing books to the prisons and regular seminars for librarians employed in the prisons (AIC, 1977; AIC 1981; AIC 1992; Iltis, 1986; John, 1988; Mugford, 1984), from the late 1980s until 2003 the funding for inmate libraries was managed through the local prison budget, usually within the education budget (personal communication). This resulted in very uneven spending in the centres. If there was a need for the money to be spent in other areas, such as course enrollments, overtime, equipment etc. nothing would be spent on the libraries, and any new books would usually come from donations of old and unwanted materials. A few centres had active acquisition programs, but these were very much in the minority. This has been in spite of the huge need for resources within the prisons to assist the inmates with their educational, recreational and informational needs (Siemer, Toops, Roberts and Smith, 2005).

Only a few of the libraries have had a circulation and cataloguing system, and of these, there have been instances where it has been accidentally deleted from the system, and they have had to start all over again. The result of this has been a very large loss rate of books and other library resources and the remaining books are located all over the prison (sometimes being used as doorstops!), with no record being kept of where anything is. When inmates are moved

to other centres or go home, any books in their possession are often allowed to go with them. It is also not unknown for the person cleaning the cells after an inmate leaves to throw the books found there into a garbage bin rather than taking the time to return them to the library.

Libraries into the Future

The Manager, Library Services undertook a review of the system in 2004 and this has resulted in a number of changes being made to improve the situation in the prison libraries. These changes have focused on the provision of the basic requirements for a functional library: a location, a collection, systems and qualified staff.

Location

The locations of the libraries within the prisons are in many cases unable to be improved at the present time, due to a general lack of space in the centres. This is so even in the newer areas, and is not just the case for libraries. It is intended that this will be the target in future years for special funding. In the meantime the current facilities have been upgraded by the installation of new shelving, magazine racks, trolleys etc. The professional library staff have been working with the industrial section of the Department (Corrective Services Industries) to design and build specialized trolleys, lockable shelving and book return bins for use within the centres. The management at the prisons are also actively lobbied for increased space to be made available for the libraries on a regular basis.

Collection

The Department has addressed the previously inadequate provision of resources to the inmate libraries, by centralizing the management and resource acquisition budget for the all the prison libraries in the state. This has enabled coordinated and bulk purchasing of resources, with the resulting economies of scale that were previously not possible. There have been considerable savings as a result of this. For example it was possible to obtain a specific magazine title for \$8 per annum per copy for 100 copies that would normally have cost \$70 per annum for one copy. It was also possible to have the latest copy of Harry Potter ready to send to very centre as soon as it was published – again for a much reduced price. It is also possible to take purchasing suggestions from individual centres and ensure that all libraries receive the title, if it is appropriate.

Another useful source of materials comes from donations. The centralised library service coordinates a donation program that obtains the resources from a range of sources including publishers, book suppliers, public libraries, special libraries, and generous individuals. The books are collected centrally then sent to one of the prisons where they are covered, repaired (if necessary), and processed by the inmates according to the Standardized Classification System (see below). They are then dispatched to the prison libraries, ready to be put on the shelves. In the 2006-2007 financial year over \$200,000 worth of books were obtained in this manner, which was almost equivalent to the library book budget for that year. The donated books are particularly important for supplying resources to the smaller prisons. As the budget is allocated according to the number of inmates (approximately \$25 per inmate per annum), prisons with a small number of inmates only have a small budget to spend, despite the fact that they often have a more educated clientele who are frequent readers. The donations program is a method of ensuring that these locations especially maintain a good quality library, with active collection development, despite the budgetary constraints.

Standardized Systems

A major problem in the prison libraries has been a regular loss of materials. The books are occasionally damaged (for example the thin paper in bibles make very good cigarette papers), but most disappear either into the cells to become decoration and door stops, or are lost when the inmates are moving between locations or going home. In response to this a standardized identification sticker was designed which is distributed to all libraries, with the instructions that it should be placed on the front cover of the book, under the covering material (contact). The stickers are large and a very bright yellow colour which is able to be seen at a distance. It is therefore not possible to mistake the library books for being the property of the inmates. Red ink "Library" stamps have also been sent to all libraries with instructions to stamp the paper spines of the books, as well as on some pages inside the book. This labeling system, in collaboration with the installation of book return bins in all possible locations (e.g. living areas, entry and exit points to the prison) and the introduction of a standardized circulation system (computerized where possible) has decreased the loss rate by up to 80 % in some locations. (Personal communication)

A number of different classification systems have been used in the prison libraries at various times. Some have used Dewey Decimal Classification while others have used their own home-grown systems for arranging the books on the shelves. Many libraries have used no system at all: just piling the books on the shelves and hoping for the best. At some time in the past a system was developed for arranging fiction books that has been used in many of the libraries. This consists of the letter F, followed by a number, which indicates the genre of the book, then 3 letters of the author's name. For example F2/SMI is a thriller by Smith, F4/PLA is historical fiction by Plaidy (see: Appendix 2). It was thought that an adaption of this system could be designed for the non-fiction books that would also allow for the use of Dewey when that is possible (e.g. with the presence of trained library staff). This classification system was designed with the assistance of a library staff member who has had experience working in the book selling section of a department store. It was also combined with a system of coloured spine labels (see: Appendix 2) that assist the inmates to easily find books within the libraries. All labels, stickers and stamps are issued from the centralised acquisitions section at the Brush Farm Corrective Services Academy Library, which has enabled the staff there to obtain very large discounts on these items.

One major object of this process has been to standardize classification systems within the prison libraries so that when inmates move from place to place (as they often do during the course of their sentence) they will always know how to use the library and find books of their choice on the shelves. It makes the books easier to shelve for the often untrained Inmate Library Clerks, and it is more obvious when a book is in the wrong section – the coloured stickers are very bright and obvious when they are wrongly shelved. The Standardized Classification System has been instituted in the prison libraries during 2007 and a recent survey of the Inmate Library Clerks and Correctional Education Officers has demonstrated that it has been successful in making the libraries easier to use, reduced the workload on the Inmate Library Clerks (who now do less reader education on how to use the library), decreased shelving mistakes, encouraged library users to replace books on the shelves in the correct area and overall has been well received by both staff and library users.

Qualified Staff

Even with adequate resources and systems a library cannot function properly without trained library staff, who are able to ensure that the resources in the library are available and accessible. All libraries require regular staffing by individuals who understand the required

duties and are able to carry them out. Prison libraries are no different. Managing a library is a skilled position but unfortunately staffing all of the inmate libraries with professional library staff is not possible because of the expense this would involve.

Historically Inmate Library Clerks have been given little or no training, often do the job for only a very short period of time, and make up the systems as they go along. This is not an unusual situation. A survey of prisons in Australia (conducted by the author) has revealed that there are very few professionally qualified librarians managing the prison libraries (5 %) and there has been no systematic programs in place to ensure that the inmates who work in the libraries are adequately trained or gain qualifications in this field.

Inmate Library Clerks can and should be educated in the requirements of the job, by a recognised library-training organisation. This provides a benefit for the Department as it assists in fulfilling the Department's aim to rehabilitate offenders in order to reduce re-offending. It benefits the other inmates who use the libraries as it ensures a better managed library. It also benefits the Inmate Library Clerks when they are released, if they choose to pursue employment in the library sector. The appropriate starting qualification has been determined to be the Certificate III in Library and Information Services, which will enable successful candidates to obtain employment as Library Assistants when they are no longer in the Department's custody. Some inmates who have demonstrated particular interest in the subject, and who are in the system for a long period, are also able to complete the Diploma in Library and Information Services which will enable them to obtain employment as a Library Technician. However the Diploma is difficult to complete as the inmates have no access to the internet themselves, and they are very reliant on the ability and willingness of the staff to use the internet for them. There are similar problems for those who want to pursue a university-standard Librarian degree as distance education courses are only available using the Internet, which is of course not available to NSW inmates. However they may be able to obtain a generalist paper-based undergraduate degree while in custody, and if they choose they could then obtain a postgraduate librarian degree when they leave the prison.

It is important that the Inmate Library Clerks be allowed to remain in the job for a reasonable amount of time (i.e. preferably at least 12 months) and work-holds are arranged to ensure that this happens. A work-hold is an agreement to keep the inmate in one location for a specified period of time. The amount they are paid must also be enough to compete with the Corrective Services Industries wages for other prison-based industries, as otherwise the libraries lose potentially good inmate library staff because of the pay differentials. After extensive negotiations the pay rates for Inmate Library Clerks have been increased and are linked to the training option, in order to make the job and the training together a more attractive alternative. There should also, where possible, be a succession plan in place to ensure that the library is staffed continuously with inmates who are either trained or in training. This will enable new staff to be given basic training in local policies and procedures before the previous occupant leaves. However in practice this is not always possible because inmates may be moved to other locations with little or no notice, for security reasons.

Inmate Library Training Course

Once it was agreed in principle that a library training program should be commenced, a number of difficulties were encountered. Very few courses are available in Australia for Library Technicians that can be done by distance education. It was necessary that this course be done exclusively by distance, because of the distance of many prisons from library training venues. Another issue involved the cost of the course. Small prisons with limited budgets

could not afford to spend thousands of dollars on a single inmate, to the detriment of other inmates in the centres who are doing other courses. The content of the course is also difficult to deliver with no access to the internet being possible for the student.

The Manager, Library Services and the staff at the Inmate Education Department (AEVTI) consulted a number of Registered Training Organisations about the possibility of conducting this course with the inmates, and quotations were sought for the cost of providing the course. Overall there was little enthusiasm from many Registered Training Organisations, especially in view of the lack of internet access, and the exclusively distance education mode of delivery. Others were interested but the costs were prohibitive. A number of quotes were finally obtained and the Australian Institute of Workplace Learning was selected as the preferred Registered Training Organisations, on the basis of the cost and that they displayed the most interest in, and understanding of, the requirements of this project.

The pilot for the course began in September 2005 with 4 Inmate Library Clerks in 4 prisons in the Sydney metropolitan area. The decision was made to have the first students in the local area so that the Manager, Library Services could visit them and closely monitor the progression of the course, to make sure that it would meet the needs of more distant students when the time came to roll it out to them. The Brush Farm Corrective Services Academy Library also purchased multiple copies of the required textbooks that are loaned to the students as required. The course required some information to be obtained from the internet. This was addressed in one of three methods: either the information was downloaded by the Manager, Library Service and saved onto CDs which were sent to the students as required or CDs were obtained free from database vendors or pseudo-internet CDs were commissioned and purchased by the department.

Some of the competencies for the course were general ones that the students were able to learn within the normal teaching program at the prison (e.g. Information technology related units). Some of the students therefore had previous qualifications and/or experience or were able to undertake these courses at the centres, which were of assistance in the completion of the course. They were therefore able to obtain recognition of prior learning for some segment of the course (e.g. Certificate III in Information Technology). The Registered Training Organisation provided the course materials and the Manager Library Services has provided telephone or personal tutoring to the students as required.

One particularly challenging aspect of conducting the course has been in teaching the students how to search databases that are often only available on the Internet. This was approached in two ways. Firstly the vendors of a range of databases were approached and asked for CD copies of their databases (e.g. Informit, Ebsco, Thorpe). These companies were very helpful in supplying them when they discovered the object of the course. In addition, as a result of a discussion with the National Library, we were approached by another vendor (Web-Ezy Solutions) who designs distant education modules for various libraries to assist their patrons to learn how to use their online databases. They agreed, for a fee, to develop the internet-like software and to have it put onto a CD that could be distributed to the students. The students were therefore able to work through the training CD, then proceed to do real searches on the real CD databases. The training CD includes sections on how to use the internet, Informit, Ebsco, Ovid and Libraries Australia (the National Library catalogue).

As at the end of 2007 22 inmates have enrolled in the course. Of these 13 have graduated with the Certificate III, 4 have dropped out (mainly because of illness or having been moved to

another jurisdiction) and the remainder are still in training. One inmate has also enrolled in the Diploma course, which she intends to complete in conjunction with her other studies over the next 2 years. 2007 also saw the first enrollments by staff within the centres (either Correctional Education Officers or Teachers whoever is in charge of the libraries on-site). This will enable them both to extend their qualifications, as well as to provide professionally trained staff within the prisons. They will then be able to assist future inmate library students as they progress through the course. This will be particularly important in the regional areas. Eventually it is hoped that library qualifications will be a requirement for people who apply for these positions, with the course being provided for those who do not have the appropriate qualification.

When qualified Inmate Library Clerks are able to participate in the work and education release phase of their sentence, some are able to obtain further work experience in the Brush Farm Corrective Services Academy Library. The intention is to give these inmates some experience in an “outside” library which they will be able to use to help them obtain employment on their release from custody. When the qualified inmates are released from prison the staff at the Brush Farm Corrective Services Academy also attempt to assist them with finding employment in the library sector (either paid or volunteer). This consists of asking other libraries to take them on as volunteers, providing references, linking them up with library employment agencies and advising them where to look for available library jobs (e.g. listservs, newspapers). 2 of the inmates who have achieved their library qualifications have been released during 2007 and both have been able to find work in the library industry as a result of this assistance. The Inmate Library Clerk training course has led to clear improvements within the libraries where the students are situated. It has given the Inmate Library Clerks knowledge and skills which they have been using on a day-to-day basis within their centres. It has also introduced many inmates to the possibility of working in the library and information industry, which they had never considered before. The most frequent comment they make is “I would never have thought to work in a library, but I’ve discovered that it’s a great job”. Hopefully it will give them the opportunity to make changes in their lives when they leave custody. This will of course depend on their commitment to changing their behaviour, but it will also depend on the willingness of employers to give them the opportunity to change their lives.

Opportunities and Challenges

Reorganizing the prison library system in New South Wales has been a sometimes difficult but very rewarding project.

Some of the difficulties that we have dealt with have included:

- Limitations of the existing buildings which were historically mainly built to warehouse inmates rather than rehabilitate and educate them. This has been addressed by designing new products to make libraries out of non-library areas (e.g. lockable shelving).
- Security restrictions which may limit adequate and regular access to the libraries. This is an occupational hazard of this environment but has been addressed by “Home deliveries” to the pods (living areas) and workplaces within the prison.
- Limited computer facilities, in addition to security restrictions on the use of computers which sometimes limit the ability to run computerized circulation systems. This has been addressed by using manual systems when necessary.
- Some lack of understanding of the benefits of a well managed library for the rest of the institution. That is, that those inmates with something to read are much less likely

to cause problems for the staff. This is a continual re-education process that the library/education staff have to engage in with other staff in the centres.

- Resistance from some staff in the prisons who prefer to hang on to their old local systems, rather than use the new systems. This has been addressed by convincing them of the benefits for everyone (staff and inmates) of adopting the standard systems. This is assisted by the comments that have been made in other centres about the advantages they have found by adopting it.
- Registered Training Organisations lack of interest and understanding of the requirements of this student population & high costs of the courses. This required patience and persistence in clarifying the needs and limitations of the inmates when undertaking training courses.
- Occasional difficulties in finding and keeping students with the requisite commitment, interest and educational abilities. This is an ongoing problem as the inmates are a very mobile population (which is often not their choice, but is the result of the way the system operates) and requires flexibility on the part of the RTO and library staff.
- Lack of understanding among some departmental staff that libraries should be operated by trained and qualified staff. This can only be addressed by having such a person in the position and demonstrating the difference they can make to the operation of the library, to the advantage of all staff and inmates who use the libraries.

However there have also been many highlights in the project such as:

- The thrill of seeing a “real” library begin to take shape, where there was nothing (or very little) there before
- The enthusiasm and ideas contributed by the professional library staff that have been a huge assistance in the development of the new systems and purchasing and supply of the items required to make it work
- The helpfulness and enthusiasm of the management and staff in the centres and in head office. They have contributed greatly to the improvements being made in the libraries, and the extension of the library services being offered to the inmates in the different locations.
- The enthusiasm of the inmate and staff library students who are committed to completing the course, and running their libraries well
- The interest and enthusiasm from those Registered Training Organisations who did understand the importance of the project and were willing to be flexible enough to make it work
- The willingness of the database vendors who supplied materials gratis to assist the students in their work
- The willingness of Corrective Services Industries staff to design and manufacture new products that assist in reducing stock losses in the prisons and also to support the inmate book covering and repair project

Conclusion

The prison libraries in NSW have been undergoing a major change in the management, systems, resources and facilities that are resulting in much improved access to library and information services for the inmates incarcerated in these centres. If libraries without Librarians are just a room full of books, then the collections of books within the NSW prisons will soon be able to validly be called libraries. This has been a very successful exercise in providing access to information for everyone, even for such a disadvantaged group in society.

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Appendix 1: Australian Prison Library Survey Results

The results detailed below are a selection from the replies of a survey sent to all correctional centres in Australia (except those managed by the NSW Department of Corrective Services) in July 2005. The survey was conducted by the Manager, Library Services for the NSW department, with the intention of determining the state of inmate library services in other jurisdictions. The figures below therefore do not include details from the NSW correctional centres, except for Junee, which is managed by a private company. Replies are as received by 31st July 2005.

STATE		Freq	Percent
NSW		1	2.8 %
NT		1	2.8 %
Qld		5	13.9 %
SA		5	13.9 %
Tas		3	8.3 %
Vic		8	22.2 %
WA		13	36.1 %
Total		36	100.0 %

Is there a library in your centre?

		Freq	Percent
No		0	0.0 %
Yes		36	100.0 %
Total		36	100.0 %

Manager of the library

		Freq	Percent
Administrative personnel		2	5.6 %
Correctional Education Officer		3	8.3 %
Correctional Officer		7	19.4 %
Community Corrections Officer		1	2.8 %
TAFE Manager		1	2.8 %
Inmate		3	8.3 %
Librarian		2	5.6 %
Manager Offender Services		1	2.8 %
Programs manager		2	5.6 %
Recreation officer		3	8.3 %
Senior Correctional Education Officer		8	22.2 %
Volunteer Unit		3	8.3 %
Total		36	100.0 %

Manager Qualifications? Y/N

	Freq	Percent
Yes	1	2.8 %
No	35	97.2 %
Total	36	100.0 %

Manager – Type of Qualifications

	Freq	Percent
B Ed with school library exp	1	33.3 %
Diploma (Library Technician)	1	33.3 %
LISWA course (1 week)	1	33.3 %
Total	3	100.0 %

Inmate working in the library?

	Freq	Percent
Yes	32	88.9 %
No	4	11.1 %
Total	36	100.0 %

Inmate qualifications? Yes/No

	Freq	Percent	Cum.
Yes	1	2.8 %	2.8 %
No	35	97.2 %	100.0 %
Total	36	100.0 %	

Type of Inmate Library Clerk qualifications

	Freq	Percent	Cum.
Cert II	1	100.0 %	100.0 %
Total	1	100.0 %	

Is there a library budget?

	Freq	Percent
No	17	47.2 %
Yes	19	52.8 %
Total	36	100.0 %

Appendix 2: Standardized Classification System

System Numbering

FICTION NUMBER SYSTEM	
F1	General Fiction Other
F2	Spy / Thriller
F3	Murder / Mystery / Crime
F4	Historical Works
F5	Humour / Comical
F6	Romance / Love Story
F7	Horror
F8	Short Story Collections
F9	Warfare
F10	Western
F11	Science Fiction / Fantasy
F12	Classics / Poetry / Plays
F13	Children's books

NON-FICTION NUMBER SYSTEM	
NF1	General Non-Fiction Other
NF2	Arts / Photography / Crafts / Music / Instruments
NF3	Business / Management / Investing / Computers / Internet
NF4	Cooking / Food / Drink
NF5	Health / Medicine / Psychology / Psychiatry / Mind & Body / Self-Help / Parenting
NF6	History / Military
NF7	Home / Garden
NF8	Law / Politics
NF9	Criminology / True Crime
NF10	Religion / Spirituality
NF11	Science / Maths / Animals / Space / Dinosaurs
NF12	Sport / Recreation / Cars
NF13	Adventure / Travel / Countries / Lifestyle

OTHER PREFIXES	
A	Australiana / Aboriginal
B	Biography / Autobiography
M	Multicultural Collection (ie. Not in English)
NFL	Not for Loan
QR	Quick Readers
R	Reference / Dictionary / Encyclopaedia

System Instructions

Status	Label Type	Placement Location
Compulsory	Fluoro Yellow Correctional Centre Library Identification Labels <i>NB. The labels for MRRC are fluoro green</i>	Front cover of the book
Compulsory	Non-fiction system labels	Middle of the spine. If the spine is too narrow, place it on the front cover, in the middle, beside the spine
Compulsory	Fiction system labels	Bottom of the spine. If the spine is too narrow, place it on the front cover, on the bottom left corner
Optional	Dewey system labels	Bottom of the spine. If the spine is too narrow, place it on the front cover, on the bottom left corner. The number should generally be no longer than 3 digits after the decimal point (eg. 610.736)
Compulsory	Red “Library” stamp	To be stamped on the text-block edges – the exposed paper edges of the book (ie. the non-spine areas of a closed book)
Compulsory	Specific Correctional Centre Library identification stamp	To be stamped on the title page, the last page and somewhere in the middle of the book

Non-Fiction Spine Label Stickers

Number	Colour
NF1	Fluoro pink
NF2	Pale blue
NF3	Fluoro orange
NF4	Red
NF5	Fluoro green
NF6	Dark blue
NF7	Pale green
NF8	Beige
NF9	Fluoro yellow
NF10	Pale pink
NF11	Aqua
NF12	Yellow
NF13	Dark pink
OTHER PREFIXES	
A	Orange
B	Pale yellow
M	Fluoro orange
NFL	Purple
QR	White
R	Pale grey