



Community Assessment of 55+ Active Older  
Adult Population in Pierce County,  
Washington  
with Recommendations and Strategies for  
Pierce County Library Services

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## Introduction

As part of its strategic planning process, Pierce County Library System (PCLS) seeks to develop, design, create and initiate new programs and services that are responsive to our customers' changing needs and expectations. The active older adult population has been identified as a target population because the needs and lifestyles of the 55+ population have dramatically changed from previous generations, and it is the fastest growing segment of the Pierce County population.

To better determine and understand future lifestyle and services needs of the 55 and over population in Pierce County Library System's service area, a community assessment was conducted beginning in the fall of 2007 and ending in the spring of 2008. Funds from an LSTA grant awarded to target the 55+ population were used during many phases of the assessment, especially the community summit.

The assessment consists of information obtained from the following:

- Statistics from census reports and county and state agencies and the Library
- Input from participants from two focus groups
- Surveys conducted in branches and at community events, on the library website, and on the telephone
- Evaluations from the Staying Connected, Living Fuller @ 55+ community summit
- Feedback from organizations in Pierce County serving 55+ populations

The information obtained from the community assessment will be used to enhance PCLS's ability to better serve 55+ populations by providing resources and services based on their needs, understanding community resources, and developing partnerships with organizations serving similar clientele.

## Executive Summary

The 65 and older population will more than double between now and the year 2050 to 80 million. The “baby boom” generation, born between 1946 and 1964 is one of the largest generations in U.S. history and currently make up about 38% of the U.S. households. Demographers agree that as this generation reaches retirement, their lifestyles will be quite different from previous generations. They are healthier, more active, better educated and more ethnically and racially diverse. Active older adults (55+) will be seeking learning opportunities, meaningful civic and volunteer opportunities, information on life planning, wellness, and social activities. In response, many industries are reinventing their products, services and approaches to this population.

Findings from the community assessment conducted by Pierce County Library System reflect national trends regarding changing demographics and lifestyles of 55+ active older adults. Over 1000 participants from focus groups, surveys, an advisory council, and a community event provided input regarding what they see as future needs as they age and how the library and the community might respond to their needs. Responses and data collected can be summarized as follows:

- In Pierce County the 60+ population has nearly doubled in the last three decades and is expected to increase more quickly than any other age group for the next two decades. Between 2000 and 2025 the over 60 population is projected to increase by 132% while the general population is projected to grow by 34%. Many of the communities PCLS serves have at least 20% of their population in the 55+ age bracket. Minority populations are also growing very rapidly.
- Similar to other libraries across the nation, 55+ residents do use the library and survey respondents gave very high ratings for the quality of service to people 55 and over.
- Residents expressed a strong desire to stay connected with others and find opportunities for social engagement and community discussions as well as a place for the family to be together.
- Learning and educational opportunities are important to this population, especially on topics relating to their stages of life, such as retirement and financial planning, health issues, volunteering, and second careers.
- Keeping up with technology was mentioned often as being very important to them and their not wanting to be left behind. They also talked about having help with locating information and having it be “streamlined” and “sifted” for easier access.

- Many expressed the desire to stay involved in their community through volunteering and giving back in some way. Others spoke to needing to work to afford health insurance and meet other financial commitments.
- 55+ participants are very web savvy with over 63% reporting in a library survey they were comfortable accessing a web page. In that same survey 35.3% wanted to find out information about the library and their community through email and 20.7% through the library web site.

PCLS, as do other libraries, have the opportunity to take a major role in addressing the needs of this growing population. They already are the community's information and meeting place, a trusted public institution, support engagement and learning with social and civic spaces, are assessable, and are open to all. Library strategies that could address needs mentioned above include:

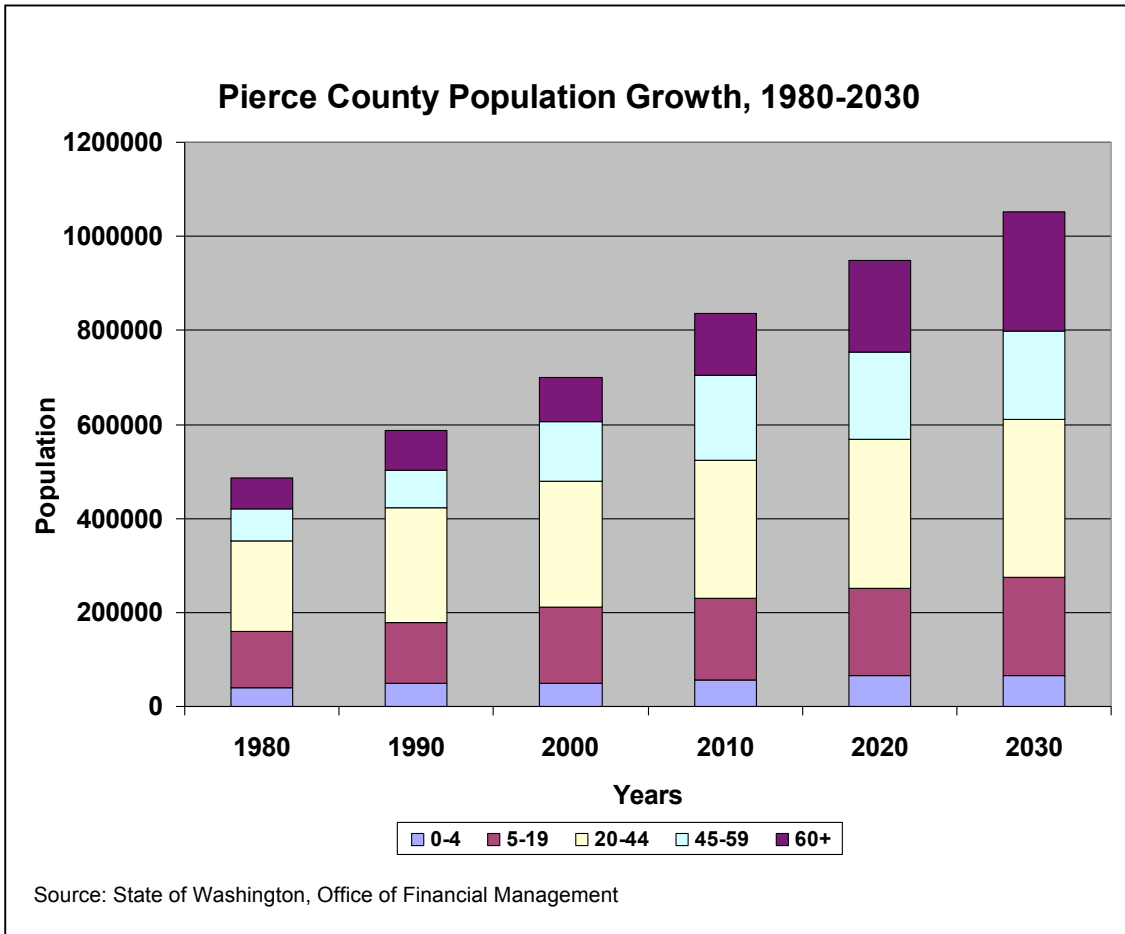
- Streamlining and providing information that will help them with life decisions and acting as a connector to information in the community.
- Providing a "third place" for 55+ to gather, communicate and engage with others, including family members.
- Offering training that will enable 55+ to keep up with changes in technology.
- Providing lifelong learning opportunities that will help 55+ to successfully age.
- Creating welcoming spaces, and offering trained staff and equipment and resources appropriate for 55+ populations, including providing a web presence.
- Offering meaningful volunteer opportunities such as reading to children, leading book discussions, and delivering materials to the homebound.

# Demographics

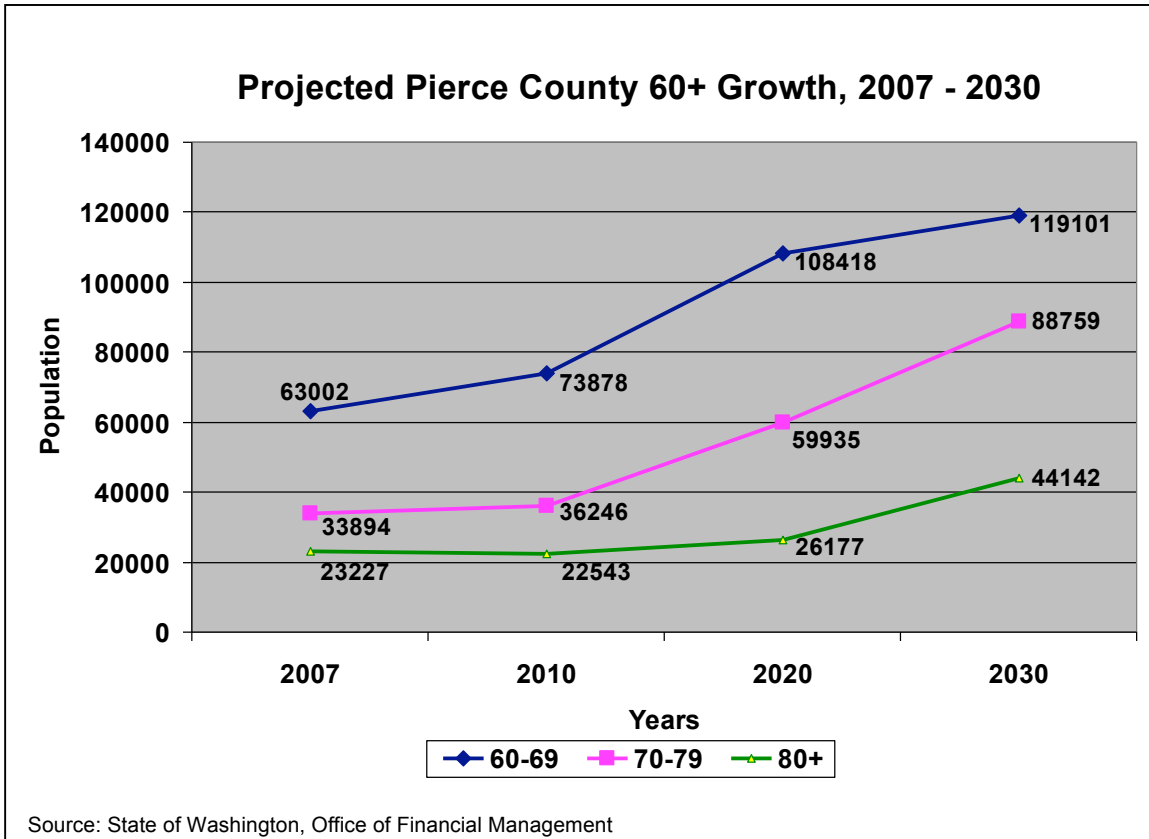
## POPULATION TRENDS

Like the rest of the country, Pierce County is experiencing the aging of the “Baby Boomers,” typically referred to as those people who were born between 1946 and 1964. The first Boomers turned 60 in 2006, followed by the rest of the almost 78 million Americans born during this era. According to the Demographic Profile from Mature Market Institute and MetLife, the Boomers make up 27.5% of the national population. Boomers constitute 45.8 million households and have \$2.1 trillion in annual spending power. By 2030, all surviving Boomers will be between 66 and 84 years of age, and living longer. Life expectancy has risen from under age 60 in the 1930’s to 77 in the 21<sup>st</sup> century. Up to sixty percent or more of the aging population plans to remain in the workforce out of necessity or choice.

In Pierce County, the 60+ population has nearly doubled in the last three decades and is projected to increase more quickly than any other age group for the next two decades according to data from the State of Washington Office of Financial Management (OFM).

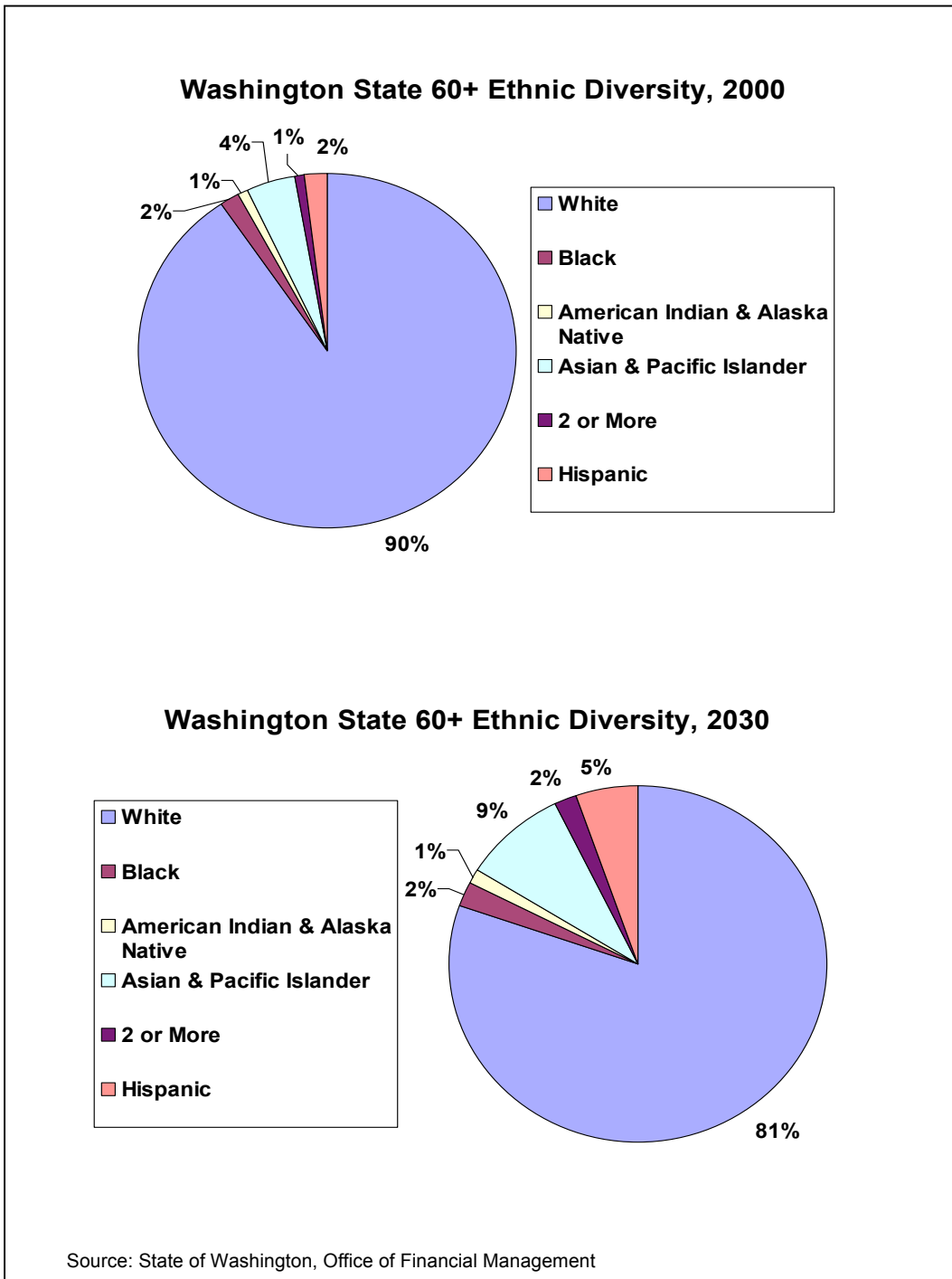


Within the larger 60+ population, there are differences between the older and younger members of this group which need to be taken into account. The projections from the OFM show that the youngest age group, 60-69, will continue to be the largest portion of the overall group with the oldest group, 80+, being the smallest. However, the largest increase is projected to occur in the 70-79 age group which will go up by 162%.

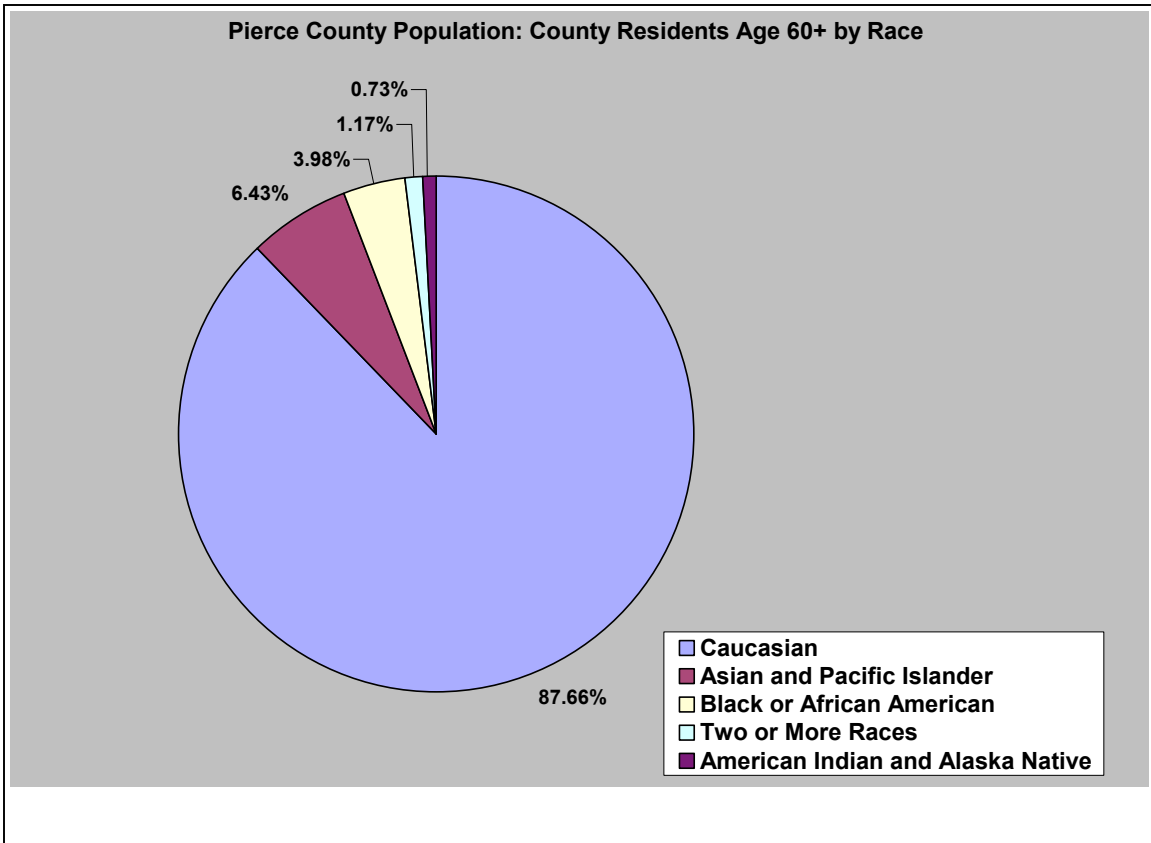


## ETHNIC DIVERSITY

Pierce County, along with the entire state, is projected to see an increase in older minority populations. The pie charts below reflect data for the state as a whole, since county specific data is not available from OFM. By 2030, the older adult Asian & Pacific Islander population is projected to increase by 125% and the Hispanic population by 150%.







## Snapshot of the 60+ Population in Pierce County

### Office of Financial Management 2006 statistics:

- 114,269 people out of a total population of 790,500 are 60 and older.
- Pierce County's age 60 and over population has increased by approximately 20% since Census 2000.
- Older adults 60-64 are 29.35% of Pierce County's over age 60 population. This population grew by over 41% from 2000 to 2006 and is the fastest growing and largest age 60 and over group in Pierce County.
- An estimated one in seven Pierce County residents (14 percent) was over the age of 60 in 2000. By 2025, one in four residents (24 percent) is projected to be over the age of 60.
- Between 2000 and 2025 the over 60 population is projected to increase by 132% while the general population is expected to grow by 34 percent.

### 2000 Census Report statistics:

- 28% of those 65+ lived alone; of those, 74% were women.
- 12% lived in the same household as their grandchildren; 58% of those living with them were responsible for their grandchildren.
- The average income of people ages 65-74 was \$47,255; for people 75 and older, it was \$37,593.
- 7% of them had incomes below the poverty level.
- 86% lived with a disability.
- 24% had graduated from high school (including GED), 10% had bachelors degrees, 7% had graduate or professional degrees.
- 3% lived in a household where a language other than English was spoken.
- 13% used services from the Department of Social and Health Services.\*

# Pierce County Library Statistics

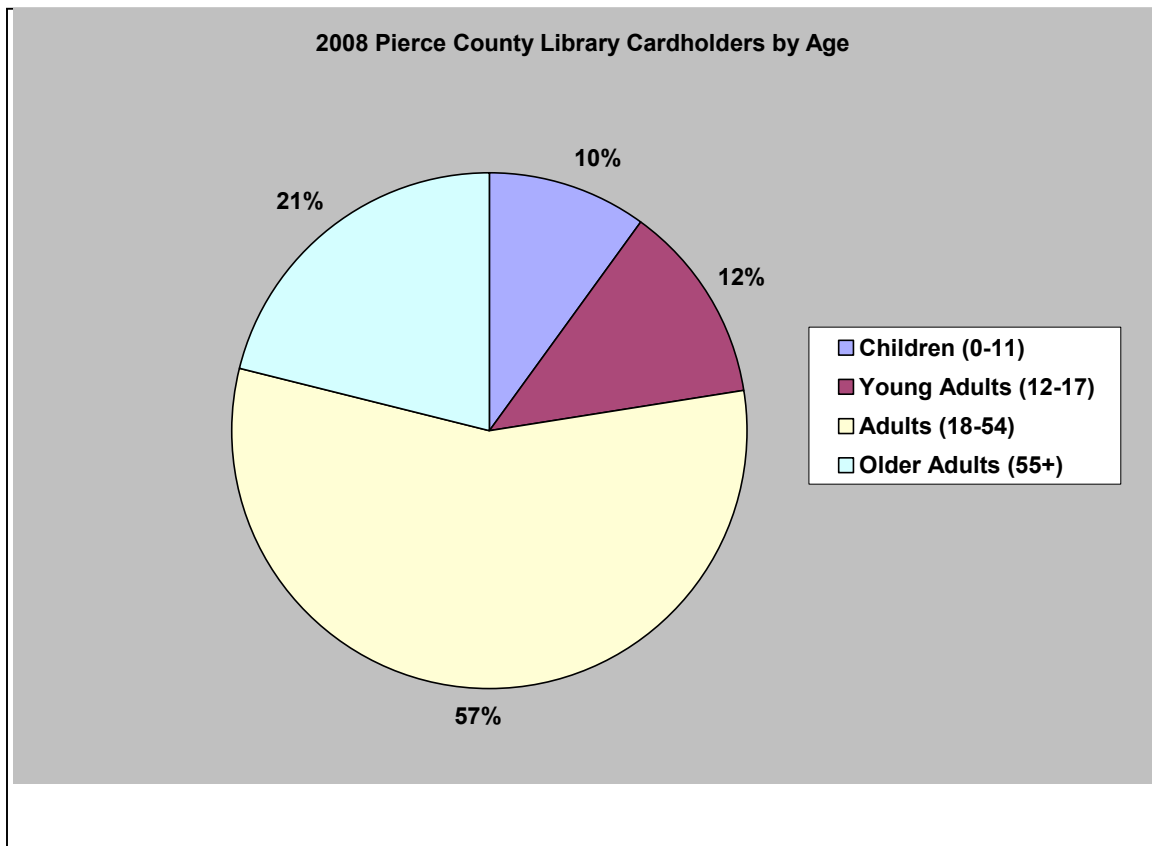
## Cardholders in 2008

- 216,125 out of a population of 522,000 in the service area have PCLS library cards.
- 52,631 between the ages of 43-61 (24.3% of total cardholders) have PCLS library cards. In 2007 48,022 of those between ages of 43-61 (24.5% of total cardholders) had library cards.
- 45,554 age 55+ (21% of total cardholders) have PCLS library cards. In 2007 32,018 age 55 + (16.3% of total cardholders) had library cards.

## 2008 Pierce County Library Cardholders by Age

Age Group	# Cardholders
Children (0-11)	21446
Young Adults (12-17)	26949
Adults (18-54)	122177
Older Adults (55+)	45554
<b>Total Cardholders:</b>	<b>216126</b>

Source: Pierce County Library System Report



**PCLS average—17.7%**

Buckley—15.1%

Bonney Lake—11.9%

Dupont—14.6% **55+ populations by PCLS branch using 2000 census tracts**

**Eatonville—20.3%**

Graham—13.9%

Lakewood—15.7%

**Milton—22.6%**

Orting—14.4%

Parkland Spanaway—16.5%

**Peninsula (Gig Harbor area)—24%**

South Hill—14.3%

**Steilacoom—24.1%**

**Summit—22.8%**

**Sumner—20.8%**

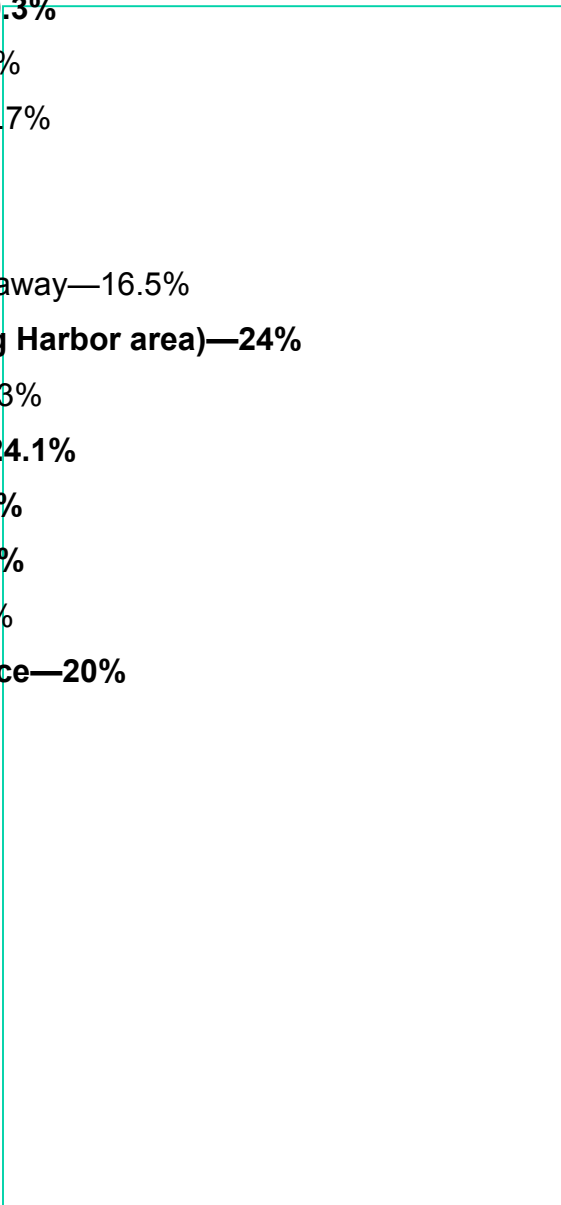
Tillicum—10.6%

**University Place—20%**

Bookmobile:

Ashford—17%

**Elbe—38%**



## Focus Groups

As part of the community assessment phase of the LSTA 55 + project for services for active older adults, two 50+ focus groups met October 24 to discuss what they see that they will need in the future, and how the library might respond to those needs and market to this group. Responses included the following:

- Libraries were the most highly rated organization to provide good information. They saw the library as being instrumental in helping to “streamline” and “sift” the information requested by 55 + population, and assist with information overload experienced by many. Being proactive and making sure they have access to information to make decisions and not be left behind were very important to the groups.
- The kinds of activities and programs suggested to encourage people 55+ to visit and use the library included offering community meetings and forums and featuring speakers on topics such as health, legal, financial and retirement planning. They also mentioned classes to improve the quality of their lives as well as opportunities for social interaction. The ability to appreciate and experience the arts through the provision of art, poetry nights, and writer series was also mentioned as desirable.
- Proficiency with computers and technology was mentioned frequently as something that they wanted and needed, and they saw the library as being a place that will enable 55 + to keep up with changes by offering training and instruction.
- Many viewed the library as a noisy place not allowing for quiet reading and study. They spoke to quiet spaces in the library so they can better enjoy the resources the library has to offer.
- Up-to-date materials and a variety of formats, especially DVD’s and music CD’s were viewed as very important to the participants.
- Print media, and to a lesser degree, email/list serves, and the web were their preferred methods of communication regarding library information.
- A webpage for 55+ that would include local, community based information, library programs, book reviews, book lists, volunteer information, and reliable links to organizations was seen as desirable.
- Meaningful volunteer opportunities for this population were deemed important. Suggested library volunteer positions included reading to children, tutoring, leading book discussions, and delivering materials to the homebound.

**(See attachment A for complete focus group report).**

## Print and Online Surveys

Surveys were handed out to patrons in seventeen branches and two bookmobiles in November 2008. Attendees at Senior Awareness Day at the Tacoma Dome, a Falls Prevention workshop at the UP Presbyterian Church and Good Samaritan Hospital's Celebrate Seniority meeting also completed surveys. An online survey was also posted to the PCLS 55+ website in January 2008. In all, 617 responses were tabulated.

Key findings from the survey:

- Health (22.9%) and financial issues (17.4%) were of concern to this group, followed by retirement (14.7%) and technology (14.6%).
- Currently many spend their free time reading (17.7%), using computers (13.4%), activities with their friends/family, and watching TV (11.4%).
- If they had more time they would like to spend it traveling (17.3%), reading (13.8%), pursuing educational opportunities (11.5%), spending time with family/friends (11.4%), and on hobbies (11.4%).
- Classes and workshops they would like to see at their library include, computer classes (12%), lecture series (11.3%), and interest based activities (11%).
- Besides books, respondents thought that the library should provide classes on various topics (13.6%) and computer instruction (12.8%) and audio books and movies (10.9%).
- The majority would like to find out about library activities through email (35.3%), the library web site (20.7%) and information in library (17%).
- 63.70% were very comfortable with accessing a web page.
- Volunteer activities they would like to see in the library included reading to children (21.2%), taking library materials to homebound patrons (18.5%), and assisting with library duties (16.3%).
- 32.39% liked the name "lifelong learner" to describe 55 and over.

**(See attachment B for complete survey report)**

## 2008 Telephone Survey of Community Residents:

### Attitudes about Pierce County Library and Its Services

A telephone survey conducted in April 2008 focused on usage of Pierce County Library System among users and non-users, experience with its services, and attitudes about the institution and its offerings. 48% of the 400 surveyed were between the ages of 45-59, and 34% were 60 and over. Ratings of the quality of Pierce County Library System indicated that 83% of 45-59 year olds said the system was excellent or good, as did 86% of 60+ . Ratings of quality of service to people 55 and older were rated 8.65 out of a possible 10 (2008) as compared to 8.49 (2007).

### Residents' Overall Ratings of the Quality of Pierce County Library System

All Responses				By Age		
	2006	2007	2008	Under 44	45-59	60 +
Excellent	37%	38%	47%	42%	45%	52%
Good	47	42	39	48	38	34
Only fair	3	6	4	6	3	5
Poor	1	0	1	0	1	1
Don't know / no answer	8	14	9	4	13	8

### Ratings of Quality of Service to People 55 and Older

All Responses			By Age		
	2007	2008	Under 44	45-59	60 +
10-9 (Highest)	60%	<b>61%</b>	52%	61%	63%
8-7	28	<b>31</b>	45	30	27
6-5 (Mid-level)	8	<b>6</b>	3	7	6
4-3	2	<b>2</b>	-	2	2
2-1 (Lowest)	3	<b>1</b>	-	-	2
<i>Average Rating</i>	<i>8.49</i>	<i><b>8.65</b></i>	<i>8.72</i>	<i>8.72</i>	<i>8.56</i>

## Evaluations from Staying Connected Living Fuller @ 55+

Over three hundred attended the first Pierce County Library System event targeting 55+ audiences May 3 from 8:30-1 at the University Place Presbyterian Church. The event was planned with the help of the PCLS 55+ Advisory Council. Highlights of the morning included keynote speaker Joe Piscatella and breakout sessions on a variety of topics suggested by focus group participants and advisory council members. Downsizing, identity theft, reading to grandchildren, demystifying technology, travel skills, and retirement options were some of the subjects offered. Attendees also visited a resource area to discover services and resources available to them from over 40 community organizations, such as PCLS, Franciscan and Multicare Health Systems, YMCA, Senior Resource Network, Talent Bank, Learning is Forever (L.I.F.E.), Clover Park Technical College, AARP, and the Senior Corps of Retired Executives.

Evaluations from those attending indicated that they found the event very meaningful and useful. Ratings for overall quality of the event were 4.67 out of a possible 5 with the resource area receiving a 4.58 rating. Sessions received equally high ratings. Comments on evaluations forms included, "So good and necessary," "Thank you for exposing the community to new ideas, services, and providing the same!" "Programs such as these are wonderful!"

Evaluations from community organizations also gave excellent marks to the event with all saying that they would be interested in partnering with the library for future programs/events such as this one. One presenter expressed her appreciation by saying, "What a marvelous event you put on! I was amazed at the turnout, the use of the facilities and degree of choice in breakout sessions provided."

Those attending were mostly from the University Place, Lakewood, Tacoma area though people traveled from as far away as Issaquah. The median age was 65.5 which indicated that boomers ranging from 50-60 attended, which was our primary target audience. 78.8% were PCLS card holders with 44.3% having visited a PCLS branch more than 12 times in the last year.

The primary means of learning about the event came from newspapers (32.4%) and flyers in the branches (21.1%).

Responses to how PCLS can better serve 55+ included offering an event like this again on the eastside of the county and on an annual basis and bringing speakers at the event to area branches, continuing movies, lectures, seminars at libraries to learn more about computers and programs.

**(See Attachment C for complete evaluation responses)**



## Pierce County Library 55+ Advisory Council

The Pierce County Library system formed an advisory council to assist with developing library services for ages 55 and over active older adults in our service area. The advisory council, made up of 14 organizations and the 55+ PCLS Staff Team, met once a month to help with the following:

- Discuss, recommend, and provide feedback on services, programs and resources at PCLS
- Share information and networked with other area organizations serving 55+ customers
- Collaborate/partner on mutually beneficial programs and services
- Provide a better understanding of the needs and wants of the 55+ population and services in Pierce County
- Planning a 55+ community summit in the spring of 2008

The Advisory Council provided feedback regarding library service, such as the role the library should play in communities. The council saw the library acting as an information hub, and that libraries manage information, qualify and streamline information and organize it. The library gives credibility to organizations that use them and the synergy of integrating organizations with the library to get maximum exposure. The library removes economic barriers by offering free computers, technology and many resources.

When asked what services could the library provide to assist with the needs of council members' customers, responses included acting in the role of a clearing house for information and information referral.

Benefits of belonging to the advisory council as stated by members included that they found it a useful network to be part of a web of organizations dedicated to serving seniors. They also liked the idea of both sides of the county working together. All were enthusiastic about the results of the 55+ community event—that it was successful and well attended by the targeted population and provided a central place for organizations to showcase resources. All wanted to see the event continue on an annual basis and also that they would continue to meet as an advisory council every month.

Benefits to the library having an advisory council as stated by staff team members included having input and feedback regarding library services from organizations already serving 55+, a better understanding of what services already exist in the County, their invaluable assistance in the planning and participating in the 55+ community event, and the successful collaboration efforts that resulted in the sharing of each other's events in newsletters and other marketing efforts. Sally York from Northwest Orthopaedic Institute was

instrumental in helping staff compile results from surveys and evaluations used in the assessment.

## **The 55+ Advisory Council Members**

### **Franciscan Health System St. Clare**

To nurture the healing ministry of the Church by bringing it new life, energy and viability in the 21st Century. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.

- Web Site: [Franciscan Health System St. Clare](#)
- 11315 Bridgeport Way S.W. Lakewood, WA 98499
- Phone: 253-512-2822
- Contact Person: Carmen Helle-Doud
- Email: [CarmenHelle-Doud@fhshealth.org](mailto:CarmenHelle-Doud@fhshealth.org)

### **Good Samaritan Celebrate Seniority**

Good Samaritan Celebrate Seniority is a membership program and volunteer program. Our mission is to promote health and wellness opportunities and we do that through ongoing educational and social programs as well as community outreach volunteer opportunities.

- Web site: [Good Samaritan Celebrate Seniority](#)
- 1401 E. Main, Puyallup WA 98731
- Phone: 253-697-7385
- Contact Person: Jodi Gustavson
- Email: [jodi.gustavson@goodsamhealth.org](mailto:jodi.gustavson@goodsamhealth.org)

### **Heritage Quest Research Library**

We are a library dedicated to researching family history. We offer genealogy classes, library research materials, internet databases and materials for purchase that will enhance your family history.

- Web site: [Heritage Quest Research Library](#)
- 909 Main St. # 5 Sumner, WA 98390
- Phone: 253-863-1806
- Contact Person: Jean McLean
- Email: [research@hqrl.com](mailto:research@hqrl.com)

## Lakewood Historical Society

The purpose of the Lakewood Historical Society is to identify, preserve and perpetuate Lakewood's history. This is done through the development of educational programs and exhibits that celebrate the sites and people of Lakewood and its role in the development of the Pacific Northwest.

- Web site: [Lakewood Historical Society](#)
- PO Box 98014, Lakewood, WA 98496
- Phone: 253-682-3480

## Learning is ForEver (L.I.F.E.)

Learning is ForEver (L.I.F.E.) is a volunteer, non-profit institute with the goal of serving the active seniors in the larger Pierce County area. Its purpose is to provide senior citizens opportunities for expanding their horizons, enhancing personal development and to encourage empowerment through educational and social programs.

- Web site: [Learning is ForEver \(L.I.F.E.\)](#)
- 2504 92nd ST. E Tacoma, WA 98445
- Phone: 253-531-9037
- Contact Person: Gene Giannobile
- Email: [dgg2504@comcast.net](mailto:dgg2504@comcast.net)

## Mel Korum Family YMCA

The YMCA of Tacoma-Pierce County provides Christian leadership and encourages the development of Christian values for children and adults of all ages by developing physical, mental, spiritual, and social well-being through its programs. We build strong kids, strong families and strong communities.

- Web site: [Mel Korum Family YMCA](#)
- 302 43rd AVE SE Puyallup, WA 98374
- Phone: 253-460-8986
- Contact Person: Lisha Peacock
- Email: [lpeacock@ymcatacoma.org](mailto:lpeacock@ymcatacoma.org)

## Mining Silver LLC

We provide products and services for individual and organizations to use talent of those in the "silver years" effectively. We offer books, retirement planning seminars and coaching for businesses.

- Web site: [Mining Silver LLC](#)
- Phone: 253-460-0099
- Contact Person: Mary Lloyd
- Email: [mary@mining-silver.com](mailto:mary@mining-silver.com)

### **Multicare EverActive Program-Center**

EverActive is a program especially designed for those 55 and older, from the MultiCare Center For Healthy Living. From screenings to seminars, there are lots of good, healthy reasons for joining.

- Web site: [Multicare EverActive Program-Center](#)
- PO Box 5299 MS:409-1-MCHL Tacoma, WA 98415-0299

### **Northwest Orthopaedic Institute**

The Northwest Orthopaedic Institute is a non-profit 501(c)3] organization. We are committed to community-based public health research and education related to musculoskeletal issues. Using a broad skill-base, we integrate efficient systems approaches with caring service while seeking diversity and excellence.

- Web site: [Northwest Orthopaedic Institute](#)
- PO Box 1878 Tacoma, WA 98401
- Phone: 253-627-5144
- Email: [info@nwoi.org](mailto:info@nwoi.org)

### **Pierce County Aging and Long Term Care**

Pierce County Aging and Long Term Care helps to ensure that Pierce County residents have available a range of community-based services that promote dignity and maximize individual choice. It is our job to speak for the rights of elders, and to plan and manage long-term care programs that help older and disabled people to remain secure and independent.

- Web Site: [Pierce County Aging and Long Term Care](#)
- 3580 Pacific AVE Tacoma, WA 98418-7915
- Phone: 253-798-4600
- Email: [ADRC@CO.PIERCE.WA.US](mailto:ADRC@CO.PIERCE.WA.US)

### **Senior Foster Grandparents Program**

Senior Foster Grandparents is a Catholic Community Services organization that connects low income seniors with special needs kids. The Foster Grandparents work 20 to 30 hours per week.

- Web site: [Senior Foster Grandparents Program](#)

- Phone: 253-502-2743
- Contact Person: David Olsen
- E-mail: [davido@ccsww.org](mailto:davido@ccsww.org)

### **South Sound/Tacoma Chapter of SCORE (Service Corps of Retired Executives)**

SCORE is a national nonprofit with 389 chapters in the U.S. SCORE "Counselors to America's Small Business" is America's premier source of free and confidential small business advice for entrepreneurs.

- Web site: [Tacoma Business Center](#)
- 1101 S. Yakima AVE RM M-123, Tacoma, WA 98405
- Phone: 253-680-7770
- Email: [SCORE@bates.ctc.edu](mailto:SCORE@bates.ctc.edu)

### **Toy Rescue Mission**

Our purpose is to refurbish and recycle gently-used toys for disadvantaged children and for seniors with Alzheimer's and dementia, while providing meaningful volunteer opportunities for the young-at-heart. Our special-interest program for older (55+) adults is called Seniors Share. This program allows active older adults (and some less-active ones) to utilize a life-time of experience to benefit the clients we serve. Come and share your special talents to help us refurbish toys, participate in needlework projects, assist with administrative duties, over-see volunteers, or plan our special events!

- Web Site: [Toy Rescue Mission](#)
- P.O. Box 64547, Tacoma, WA 98464-0547
- Phone: 253 460 6711
- Contact Person: Karol Barkley, President
- Email: [toyresq@yahoo.com](mailto:toyresq@yahoo.com)

**(See attachment D for an inventory of other Pierce County organizations serving 55+ populations.)**

## **PCLS 55+ Staff Team Members**

The 55+ Staff Team includes members Karol Barkley, Volunteer Coordinator, Kristine Countryman, Lakewood Reference Librarian, Terri May, University Place Reference Librarian, Justine Robb, Tillicum Branch Supervisor, Sally Porter Smith, Outreach Services Director, Sandy Thornton, Sumner Senior Branch Assistant, and Cindy Bonaro, University Place and Steilacoom Managing Librarian. Patti Horning, Peninsula Assistant Branch Supervisor, Mary Jane Fuller, South Hill Reference Librarian, and Julie Olson, Reference substitute also offered support to the project.

55+ Staff Team Members met monthly to assist with the development of the 55+ web page, the community assessment, the community summit and other components of the project. They provided invaluable support and assistance to the project manager and to the advisory council throughout the year. Most staff team members also attended the monthly advisory council meetings.

# Findings Summary from Community Assessment Project

## Demographics and library statistics

Pierce County's demographic characteristics, like the rest of the country, are shifting. The 60+ population has nearly doubled in the last three decades and is expected to increase more quickly than any other age group for the next two decades. Between 2000 and 2025 the over 60 population is projected to increase by 132% while the general population is expected to grow by 34%. Many of the communities that PCLS serves have over 20% of their population in the 55+ age bracket, such as Gig Harbor area (24%), Steilacoom (24%), Summit (22%), Milton (22.6%), University Place and Sumner, both at 20%. Minority populations will also increase and majority populations decrease.

In 2008, 24.3% of total cardholders are "boomers" or those between the ages of 43-61, which indicates many are choosing to use the library. 21% of total cardholders are 55+, a 7.8% increase from 2007.

According to a recent survey of attitudes about PCLS and its services, 83% of 45-59 year olds said the system was excellent or good. Ratings of the quality of service to those 55 and older were rated 8.65 out of a possible 10 with 61% of those 45-59 rating it a 9-10.

## Focus group and survey results

Focus groups and survey respondents responded similarly to questions about issues facing them in this stage of their lives. Concerns about declining health and long term care, caring for parents, financial concerns (need to keep working, unable to retire due to insurance costs, high taxes), information overload, and technology challenges came up often. Some also mentioned that staying connected with others was proving more difficult as they aged and that for many there is a lack of community where they live.

When asked how they used their free time, respondents' most often cited activities were reading, using computers, traveling, spending time with family, pursuing hobbies and athletics, and volunteering. If they had more free time, they would like to use it doing many activities listed above as well as pursuing educational opportunities.

The kinds of activities or programs suggested to encourage people 55+ to visit and use the library were computer classes, lecture series, town meetings with government officials, and discussions on topics of interest to the community. Topics suggested for discussion included health, legal, financial and retirement planning. Classes to improve the quality of their lives as well as opportunities for

social interaction (singles night at the library) and providing a quiet space were also mentioned.

Services and programs that should be increased in the future for 55+ to age well included providing speakers on subjects relating to aging (health, financial planning, retirement planning), community forums, more computers (and faster), computer training, more up-to-date materials similar to bookstores and offering many formats (large print, movie, talking book), homebound and assisted care delivery (bring library to them), book clubs, and poetry/performing arts nights.

The focus groups spoke to the library being the place to get help and referrals, and that they should be proactive and ensure they had access to information to make life decisions and help them not be left behind. They saw the library as being instrumental in helping to “streamline” and “sift” the information they will need as they age, and assist with the information overload experienced by many. The 55+ Advisory Council also spoke to this role for the library, as an information hub and as managers and organizers of information for the community.

When respondents were asked how they would like to find out about library services and programs, the most frequently requested means were mailed directly to them, library email/listserv, information in the library and on the library website, and in the newspaper. 63.7% of survey respondents said they were very comfortable accessing a Web page.

#### [Staying Connected, Living Fuller @ 55+ community event:](#)

A community event was planned as an additional means of obtaining feedback from the 55+ community and to showcase resources available to 55+ populations in Pierce County. Many of the topics chosen for break out sessions were ones suggested by focus group respondents as ones of interest to this age group, such as health, employment after 50, technology and how to manage electronic devices, genealogy, and travel. Advisory council members also made suggestions.

Evaluations from those attending (71 out of approx. 300) indicated that they found the event very meaningful and useful. Ratings for overall quality of the event were 4.67 out of a possible 5 with the resource area receiving a 4.58 rating. The sessions with the highest attendance included downsizing, travel skills, and demystifying technology. The keynote topic, “Making your health last as long as your money,” was also well attended and received a high rating for usefulness.

Evaluations from community organizations also gave excellent marks to the event with all saying that they would be interested in partnering with the library for future programs/events such as this one.



Responses from the question asking how PCLS can better serve 55+ population included offering this event again, extending the day so more sessions could be attended, and bringing speakers from the event to area branches for programs.

## Recommendations and strategies for Library service responses to findings

Findings from the community assessment support national research on active older adults indicating that as they age, their lives are enhanced when there are multiple social and civic connections, ongoing learning, and opportunities for making meaningful contributions to the larger society. According to the Lifelong Access Libraries Institute, which introduced a new framework for working with active older adults, libraries have the opportunity to take a major role in addressing the needs of this growing population. They already are the community's information and meeting place, a trusted public institution, support engagement and learning with social and civic spaces, are accessible, and are open to all.

Pierce County Library System has established strategies through its Balanced Scorecard, a planning tool, which includes serving target populations, meeting changing marketplace needs and serving the customer well. Branch Services is also dedicated to developing, designing, creating, initiating new programs and services that are responsive to customers' changing needs and expectations. The Library's goal is that active older adults will view the library as the community's choice for the discovery and exchange of information and ideas and a place for lifelong learning, civic engagement and productive aging. In order to achieve that goal, the following strategies are recommended:

- 1. As the most highly rated organization to provide good information, the library will be instrumental in helping to "streamline" and "sift" the information requested by 55 + population, and assist with information overload experienced by many. The library can ensure that they have access to information that will help them with life decisions and not be left behind.***

### Strategies

- Select and provide current up to date resources that will provide answers to questions asked as they age.
- Train staff to become more familiar with the resources.
- Connect with community agencies to provide linkages and referrals, both electronic and by phone, to agencies that can assist them with information needs.
- Partner with community agencies to share information in libraries or other meeting places for 55+ population, such as the PCLS sponsored 55+ Community Summit.
- Continue to involve the 55+ Advisory Council.

- 2. The library will provide a third place for 55 + to gather, to communicate and engage with others and provide opportunities for social interaction, and to discuss civic topics in community forums.***

#### **Strategies**

- Explore creating community conversation groups to discuss current topics of interest and to share life experiences.
- Provide opportunities for active older adults to meet, such as singles' night or gaming night.
- Provide welcoming, comfortable space for group discussions and conversation and drinking/eating.

- 3. The library will be a place for families to visit and offer services and programs of interest to the entire family, which is important to this group as they highly value time with their family.***

#### **Strategies**

- Provide multigenerational activities, such as gaming competitions, book discussions, and programs that will appeal to all ages.
- Provide spaces for families to interact and be together.

- 4. The library will offer training that will enable 55 + to keep up with changes in technology and help them be proficient with computers.***

#### **Strategies**

- Offer computer training classes that target 55+.
- Offer classes on other gadgets to assist with demystifying technology.
- Explore going out into the community and offering classes on technology.

- 5. The library will offer programs that will help them successfully age, such as providing information on health, and financial and retirement planning, and careers after 50.***

#### **Strategies**

- Create a Staff Web database of programs and speakers of interest to 55+ population in conjunction with youth services database.
- Encourage branches to offer adult programs on a regular basis. Provide training on planning and implementing successful adult programming.
- Provide staffing support to help with planning and implementing of adult programming.

- 6. The library will be welcoming to 55+ populations by providing trained staff, spaces, furniture and equipment in the library so they can better enjoy the resources the library has to offer.***

### Strategies

- Provide quiet spaces for reading and study, away from busier areas.
- Provide well lit spaces.
- Provide comfortable seating with arms on chairs.
- Provide spaces for conversations and gatherings.
- Provide adaptive technology devices/equipment.
- Train staff to be welcoming to the 55+ population.

- 7. The library will provide resources that will interest the 55 + population by providing up-to-date materials and a variety of formats, especially DVD's and music CD's and large print and also materials in other languages.**

### Strategies

- Work with PCLS collection selectors to choose appropriate materials for 55+ population based, paying close attention to most asked for formats and subjects.

- 8. The library will market to the 55+ population through print media, such as newspapers and flyers in branches, and library email and the library website, their preferred methods of communication.**

### Strategies

- Create a marketing plan to maximize publicity to 55+ population.
- Identify effective vehicles for communication.
- Work with community partners to get the word out.

- 9. The library will provide a webpage for 55+ that would include local, community based information, medical information, library programs, book reviews, book lists, volunteer information, reliable and current links to organizations.**

### Strategies

- The 55+ webpage has already been created.

- 10. The library will provide meaningful volunteer opportunities for this population, such as reading to children, tutoring, leading book discussions, and delivering materials to the homebound.**

### Strategies

- Review and create meaningful volunteer descriptions with the help of the Volunteer Coordinator that will appeal to 55+ populations.

# Attachment A

## Focus Group Discussions October 24, 2007

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### **Background and Purpose:**

As part of the community assessment phase of the LSTA 55 + project for services for active older adults, two focus groups met to discuss their perspectives on what they will need to successfully age, and how the library might respond to those needs and market to this group.

### **Research Procedures:**

Informa Research Services was asked to recruit participants for the two focus groups held October 24 at the Summit Pierce County Library. They were asked to look at the following for recruitment purposes:

Place of residence—PCLS Service Area

Age range between 45-74, with majority falling within the 50-60 “baby boomer” bracket

Use of the library (mix of customers and nonusers)

Income (mix of socioeconomic levels)

Ethnicity (diversity within the groups)

Education (mix of educational levels)

Employment Status (mix of retired and working)

Computer usage (mix of usage)

Mary Getchell, PCLS Communication and Marketing Director, was the facilitator, and Cindy Bonaro, Project Manager, and Sally Porter Smith, Team Member, were recorders for the focus groups. This report summarizes the findings from the two groups.

### **Respondent Profile:**

Group 1 had a total of 9 participants. Five were within the 45-54 age range, and four were within 55-74 age range. Four were male, and five female. Three were retired, four worked full time, one part time and one homemaker. Most had some college education, and were generally middle income (\$45-75K). Six had visited a PCL library at least one time in the past year. Ethnicity was mostly Caucasian, with two Pacific Islanders and one Asian. Seven used the computer daily, one weekly and one never.

Group 2 had a total of 11 participants. Five were within the 45-54 age range, and six within the 55-74 age range. Five were female and six male. Four were retired, and seven worked full time. Seven were in the \$45-75K range, four less than

20K. Four had college degrees, two high school graduates, and 5 had some college. Nine had visited a PCLS branch in the past year with six reporting up to twelve visits in the year. Ethnicity was Caucasian except for one African American. Eight used the computer daily, one weekly, one rarely and one never.

### **Summary and Conclusions:**

#### **Regional Issues/Place of Mind**

1. Issues in Pierce County of concern to them most were very similar for both groups. They spoke to transportation concerns (takes a long time to get home), as well as unregulated growth with no planning for development. Some felt there was a lack of community, especially out in the Graham area. High taxes and concern for quality of life for their kids in the future was also mentioned.
2. Thoughts on the state of communities in Pierce County varied between the two groups. The majority of the first group felt communities were doing worse because of crime, cost of living, and unregulated growth. The second group thought communities were doing well. They thought Pierce County a good place to live because of the people and environment and easy going lifestyle.
3. Quality of life in Pierce County for families, teens, and 55 + was rated mostly good or average. Some concerns raised were health issues for 55 + and insurance costs and quality of life for their children in the future (cost of education and safety).

#### **Messengers/Resources**

1. Participants were asked who they trusted to provide them with information. Almost all mentioned the Internet as a trusted information source, though some raised concerns about reliability and safety and difficulty sifting through all of the information (need for streamlining mentioned). Many mentioned getting information from other people and newspapers as also good sources.
2. When rating organizations that they believed good to provide them with information (list provided by facilitator), the highest rated were Pierce County Library (#1), Internet and bookstores (tied for second), with newspapers, radio, TV, and local governments following behind.

## **Leisure Time**

1. Issues facing participants in their lives included declining health and long term care costs, care of parents, information overload, financial concerns which will not allow them to retire or pursue leisure activities such as traveling, and lack of mobility as one ages.
2. Free time activities as this time in their life included many outdoor activities
3. (hiking, swimming, gardening), traveling/cruising, spending time with family (family involvement was very important to both groups), reading, volunteering (many spoke to this), pets, and friends.
4. If they had more free time they would continue doing more of what they are doing as listed above.

## **Library Services**

1. Most of the attendees had visited a PCLS branch in the past year with the exception of 2 out of the 20 total. Ten out of 20 had visited a PCLS branch six or more times in the past year.
2. When asked as a follow up question why they hadn't visited a PCLS branch, the reasons most often given were that they didn't need a library (use Internet, buy books, too busy, kids no longer at home.) Some responded that people don't always know what a library has to offer. Noise levels in library were seen as another reason not to go to the library.
3. The kinds of activities or programs suggested to encourage people 55 + to visit and use the library included offering community meetings with local government officials and congressional representatives (Town Hall kinds of meetings), and featuring speakers on topics of interest to the community. Resources for job searching and researching were also mentioned, as well as computer training (especially beginning), and publicizing what services are available. Noise came up again with many agreeing that libraries are too noisy with kids out of control. One respondent said that Friday night at one of the branches was like being at McDonald's. He would rather go to Border's where it is much quieter. There should be a balance in the library for both older adults and children and ways to block the noise.
4. Services and programs that should be increased in the future include more computers, and faster computers, DVD's, music, and travel information. Also more open hours, computer training, speakers, and quiet spaces. One participant talked about investing in librarians as they are a resource for helping them find information and good books.

5. New services that may be required for them to age well included providing speakers on topics relating to aging (health, financial planning, retirement planning), community forums, computers, DVD's, homebound and assisted care delivery (bring library to them), providing up-to-date materials similar to bookstores and offering many formats (large print, movie, talking book)—keep up quantity and quality as we are doing now (they have seen an improvement!)
6. The kinds of workshops, classes or activities most requested for 55 + included provision of forms and assistance with filling out forms, such as Social Security and Medicare, help with technology and computer training, legal advice, information on pre-retirement and IRA's, financial planning, reading clubs, classes on improving quality of life, and opportunities for social interaction (many said yes to this, and even singles night at the library).
7. Other resources the library should provide for 55 + include faster computers, current technology assistance, music, DVDs, reading groups, books and media in other languages. Group 2 spoke to the importance of incorporating art into the library by providing gallery space, featuring artists and checking out art. Providing meeting rooms to be used for poetry nights and performances such as Edgar Allen Poe readings was also deemed important.
8. Other ideas to better serve 55 + included discussion of ideas already mentioned, mostly technology, and the library being the place to get help and referrals. Being proactive and making sure you have access to information to make decisions and not be left behind was very important to the groups.
9. Subjects of interest to participants for the 55 + community summit included health information, financial planning, starting a business, employment after 50, volunteering opportunities, computer training, technology and how to manage electronic devices, demonstrations of using equipment such as hooking up a computer, health aspects of aging (including hearing), genealogy, travel, historical preservation.

### **Communication Channels**

1. Most felt that printed information is best for finding out more about the library, such as using mailers or flyers. Also TV and radio. Word of mouth was also mentioned as a preferred method.



2. When asked to vote on optimal way to receive information, the top choices were mailed directly to them, via email/listserv, newspaper, on the web, and at the library.
3. None were bloggers and only one person maybe would be interested in blogging on PCLS's website.
4. Information that they would like to see on a library web page included medical information, community based information, library information listing programs and classes, safety issues about Internet, book reviews, booklists, information about recreation and social opportunities, volunteer information, identifying reliable and current information on the web with links to organizations such as Chamber of Commerce and United Way, each library branch should develop own sense of community (what's going on in MY library), where to get a card, online surveys, audio books for visually impaired and those without mobility.

### **Volunteering/Age name**

1. The kinds of volunteer activities they would be interested in participating at the library included reading to children, computer tutoring, leading book discussions, tax help, delivering materials to the homebound, and helping to market libraries.
2. The most popular name for this age group is Lifelong Learners (#1) and Active Older Adults (#2)

# Attachment B

## Results of Print and Online Survey

### Report: 55+ Active Older Adults

617 responses

1 Age	Count	Ratio
50-55	81	13.13%
56-60	143	23.18%
61-65	135	21.88%
66-70	106	17.18%
71-75	67	10.86%
75+	85	13.78%
Average	102.83	N/A
<b>Total</b>	617	100%

2 City/Town/Area You Reside In:	Count	Ratio
Bonney Lake	23	3.43%
Buckley	11	1.64%
DuPont	15	2.24%
Eatonville	9	1.34%
Edgewood	9	1.34%
Gig Harbor	61	9.09%
Graham	27	4.02%
Key Center	32	4.77%
Lakewood	97	14.46%
Milton	5	0.75%
Orting	10	1.49%
Parkland/Spanaway	49	7.30%
Peninsula	34	5.07%
South Hill	50	7.45%
Steilacoom	37	5.51%
Summit	45	6.71%
Sumner	38	5.66%
Tillicum	12	1.79%
Unincorporated Pierce County	21	3.13%
University Place	65	9.69%
Wilkeson	1	0.15%
Other	12*	1.79%
No Answer	8	1.19%
<b>Total</b>	671**	100%

\*\*Other" category includes written-in towns that do not have branches

\*\*Number differs from total number of responses because several survey respondents marked more than one library branch.

3 What stage are you in your life?		Count	Ratio
	Working full time	138	22.37%
	Pre-retirement (working fewer hours)	82	13.29%
	Retired	361	58.51%
	Second career	29	4.70%
	No answer	7	1.13%
		Average	78.5 N/A
		<b>Total</b>	617 100%

4 What are some issues facing you in this stage of your life?		Count	Ratio
	Health	298	22.91%
	Financial	227	17.45%
	Socializing	158	12.14%
	Mobility	66	5.07%
	Retirement	192	14.76%
	Technology (using computers, phone texting, etc.)	190	14.60%
	Lack of meaningful activities	125	9.61%
	Other	45	3.46%
		Average	162.63 N/A
		<b>Total</b>	1301 100%

5 How do you now spend your free time?		Count	Ratio
	Computers	393	13.41%
	Reading	521	17.78%
	Hobbies	273	9.31%
	Volunteering	203	6.93%
	Exercising	300	10.24%
	Activities with friends/family	336	11.46%
	Taking care of family members	155	5.29%
	TV	336	11.46%
	Traveling	227	7.74%
	Educational opportunities	117	3.99%
	Other	70	2.39%
		Average	140.73 N/A
		<b>Total</b>	2931 100%

6 How would you like to spend your free time if you had more of it?		Count	Ratio
	Computers	101	5.40%
	Reading	259	13.85%
	Hobbies	214	11.44%
	Volunteering	192	10.27%
	Exercising	205	10.96%
	Spending time with friends/family	214	11.44%
	Taking care of family members	38	2.03%
	TV	63	3.37%
	Traveling	325	17.38%
	Educational opportunities	215	11.50%
	Other	44	2.35%
		Average	170.00 N/A
		<b>Total</b>	1870 100%

7 What kinds of workshops, classes or activities would you like to see happen at your library? (Select top three)		Count	Ratio
	Pre-retirement	106	5.19%
	Investment	114	5.58%
	Computer classes	247	12.10%
	Movie Night	107	5.24%
	Job training	41	2.01%
	Volunteering	102	5.00%
	Book club	184	9.01%
	Lecture series	232	11.36%
	Exercise	133	6.51%
	Multigenerational	45	2.20%
	Community conversations	102	5.00%
	Writing/Art	154	7.54%
	Interest based activities (gardening, cooking, etc.)	228	11.17%
	Literacy	33	1.62%
	English as a second language	21	1.03%
	Social activities/meeting opportunities	145	7.10%
	Other	48	2.35%
		Average	120.12 N/A
		<b>Total</b>	2042 100%

8 Besides books, what should the library provide for people 55 years and older? (Select top three.)		Count	Ratio
	Classes on various topics	286	13.66%
	Computers	148	7.07%
	Computer instruction	269	12.85%
	Meeting space	127	6.07%
	Food/coffee	70	3.34%
	Job information	79	3.77%
	Volunteer information	193	9.22%
	Audio books/Movies	229	10.94%
	Downloadable books/Movies	148	7.07%
	Newspapers/magazines	118	5.64%
	Listening music stations	47	2.24%
	Book Club	177	8.46%
	Information and referral	161	7.69%
	Other	41	1.96%
		Average	149.50 N/A
		<b>Total</b>	2093 100%

9 How would you like to find out about library activities or services? (Select two.)		Count	Ratio
	E-mail	427	35.35%
	Library Web site	250	20.70%
	Direct mail	114	9.44%
	Information in library	206	17.05%
	Newspaper	123	10.18%
	Community bulletin boards	58	4.80%
	Community meeting places (List below)	16	1.32%
	Other	14	1.16%
		Average	151.00 N/A
		<b>Total</b>	1208 100%

10 How comfortable are you accessing a Web page?		Count	Ratio
	Very	393	63.70%
	Somewhat	134	21.72%
	Not Very	31	5.02%
	Not at all	39	6.32%
	No answer	20	3.24%
		Average	123.40 N/A
		<b>Total</b>	617 100%

11 What volunteer activities would you like to see in the library? (Select two.)		Count	Ratio
	Teaching classes	129	13.26%
	Reading with children	207	21.27%
	Assisting with library duties (emptying crates, mending books)	159	16.34%
	Greeting library customers	64	6.58%
	Giving library instruction on use of resources/equipment	101	10.38%
	Taking library materials to homebound patrons	180	18.50%
	Offering homework assistance to students	110	11.31%
	Other	23	2.36%
		Average	75.38 N/A
		<b>Total</b>	973 100%

12 What ideas do you have for a name for this age group (55 and older)?		Count	Ratio
	55+	88	13.90%
	Lifelong learners	205	32.39%
	Seniors	56	8.85%
	Boomers	47	7.42%
	Active older adults	76	12.01%
	Other	81	12.80%
	No answer	80	12.64%
		Average	90.43 N/A
		<b>Total</b>	633* 100%

\*This number is higher than the total number of responses because several people using the paper-based survey marked more than one name preference.

# Attachment C

## Evaluations from Staying Connected, Living Fuller @ 55+ Event

### 71 Responses

Age	Count
50-55	5
56-60	14
61-65	15
66-70	19
71-75	10
76-80	2
81-85	1
86-90	1
	1
Total	68*
Average	66 years
Mean	65.5
Range	50-92

\* This number is lower than the total number of responses because some respondents did not specify age.

Ethnicity	Count	Percentage
White	58	96.7%
Asian	2	3.3

\*11 attendees did not specify ethnicity

Zip Codes of Attendees	Count	Percentage
98466	16	22.9%
98498	12	17.1%
98467	5	7.1%
98406	5	7.1%
98374	4	5.7%
98388	4	5.7%
98407	4	5.7%
98027	3	4.3%
98499	3	4.3%
98333	2	2.9%
98404	2	2.9%
98408	2	2.9%
98418	2	2.9%
98188	1	1.4%
98349	1	1.4%
98391	1	1.4%
98403	1	1.4%
98422	1	1.4%
98465	1	1.4%

<b>General Event Evaluation</b>		
	Count	Average Score 1=lowest, 5=highest
Overall quality of event	70	4.67
Length of event	70	4.44
Location of event	71	4.63

<b>Usefulness of [specific components of the event]</b>		
	Count	Average Score 1=lowest, 5=highest
Keynote speaker	65	4.88
Resource area	50	4.58
Caring for our parents	5	5.0
Digging up roots	7	4.71
Downsizing and right-sizing	30	4.70
Functional fitness	8	4.63
Good work	7	4.14
Grandparents' guide to early literacy	6	4.17
Identity theft	8	4.75
Take a beautiful breath	4	4.5
Travel skills for savvy seniors	26	4.31
What are you reading now?	6	3.33
You + gadgets	21	4.1

<b>How did you learn about the event?</b>		
	Count	Percentage
Newspaper advertisements	23	32.4
News stories	2	2.8
White board in library	10	14.1
Flyer in branch	15	21.1
Web site	5	7.0
Library's email listserv	7	9.9
Info from another community organization	9	12.7
Other responses		
From a friend or neighbor	7	9.9
From volunteer group	1	1.4
From church	2	2.8
Mailing	2	2.8
From civic group	2	2.8
From magazine	1	1.4
Library staff	1	1.4
Personal invitation	1	1.4
Brochure	1	1.4

<b>In the past 12 months, about how many times did you visit a Pierce County Library?</b>		
	Count	Frequency %
Not at all	17	24.3
Less than 6 times	16	22.9
6-12 times	5	7.1
More than 12 times	31	44.3



Attendees with a Pierce County Library Card		
	Count	Percentage
	52	78.8

## Other topics that would be of interest to 55+ adults

- More living assist places
- How to manage retirement income
- Surviving on no money
- Hands on time with computers and gadgets
- New technical equipment and using it (application)
- More computer technology demonstration of gadgets rather than talk about. New technical equipment and using it (application) Good speaker, I just had different hopes for session.
- Vitamin supplements
- Resources, dealing with hearing loss
- Couldn't attend all topics
- Some of the vendors would be able to present a program
- Hobbies

## How Pierce County Library can better serve adults 55+

- Bring some of the speakers to PCLS branches
- I live in Tacoma-PCLS is great-wish I had full access
- Continue movies, lectures, seminars and times at libraries to learn more about computers and programs
- More senior hands on learning especially technical
- Get that new U.P. library built
- A quiet area for seniors
- Lots of great info. Looking forward to next year.

## Other comments

- Great program, well organized. Thank you for hosting this event.
- Great event

- Gadget class allowed questions to take over info. More info and hands on time.
- More of these learning seminars in local areas
- The travel skills should have been more info on money exchange, Eurorail passes, customs declaring.
- So good and necessary. Thank you.

# Attachment D

## Inventory of Pierce County Organizations Serving 55+ Populations

<b>Senior Centers</b>		
Organization	Address	Phone
Puyallup Senior Center	210 W. Pioneer Puyallup, WA 98371-5372	253 841 5555
Lakewood Senior Activity Center	9112 Lakewood Drive SW Lakewood, WA 98499	253 798 4090
Bonney Lake Area Senior Center	PO Box 7380 Bonney Lake, WA 98390	863 7658
Midland-Summit Senior Center	10409 Canyon Rd E #53 Puyallup, WA 98373	253 531 8412
Milton Senior Center	1000 Laurel Milton WA 98354	922 6586
Orting Senior Center	PO Box 104 Orting, WA 98360	360 893 5827
Salvation Army Puyallup/South Hill Senior Center	4009 - 9th Street Southwest PO Box 73298 Puyallup WA 98373-5948	841 1491
Buckley Senior Center	PO Box 147 Buckley WA 98321	360 829 0190
Spana-Park Senior Center	PO Box 219 Spanaway WA 98387	253 537 4854
University Place Senior/Community Center	2534 Grandview Drive University Place WA 98466-2810	253 564 1992
Gig Harbor Senior Club	3510 Rosedale Gig Harbor WA 98335-1818	253 858 8284

<b>Health Services</b>		
Organization	Address	Phone
Franciscan Health System St. Claire Hospital	11315 Bridgeport Way S.W. Lakewood WA 98499	253 512 2822
Multicare Community Outreach	PO Box 5299 Tacoma WA 98415-0299	
Celebrate Seniority (Good Samaritan)	P.O. Box 1247 Puyallup WA 98731	253 697 7386
Northwest Orthopaedic Institute	PO Box 1878 Tacoma WA 98401	253 627 5144
Pierce County SHIBA (Statewide Health Insurance Benefits Advisors)	3580 Pacific Avenue Tacoma WA 98418	253 798 4422
Multicare EverActive Program-Center For Healthy Living	PO Box 5299 MS:409-1-MCHL Tacoma WA 98415-0299	253 403 2780
55 and Moving On		253 377 4395

<b>Classes/Education</b>		
Organization	Address	Phone
Encore (Tacoma Community College)	6501 S. 19th ST Tacoma WA 98466	253 566 5018
Learning is ForEver (L.I.F.E.)	9112 Lakewood Drive SW Lakewood WA 98499	253 798 4090
Pierce College Continuing Education at South Hill Park	716 South Hill Park DR, Suite A Puyallup WA 98373	253 840 8451

## Volunteering Opportunities

Organization	Address	Phone
Pierce County Library System	3005 112th Street East Tacoma, WA 98446	253 536 6500 ext. 192
United Way Retired Senior and Volunteer Program RSVP	PO Box 2215 Tacoma WA 98402	253 682 1832
Lutheran Community Services	Senior Companion Program 223 N. Yakima Tacoma WA 98403	253 272 8433
Senior Foster Grandparents Program	1323 S Yakima AVE Tacoma WA 98405	253 502 2743

## Clubs and Organizations

Organization	Address	Phone
AARP Washington, Westgate-Tacoma chapter	5939 N. 26th Street #129 Tacoma WA 98407	253 752 6143
Eatonville Community Center	PO Box 1764 Eatonville WA98328	360 832 6805
Key Peninsula Community Services	PO Box 392 Lakebay WA98349	253 884 4440
Steilacoom Community Center	2301 Worthington Street Steilacoom WA 98388	581 1076
Sumner Multi-Purpose Center	15506 - 62nd East Sumner WA 98390	253 299 5730
Key Peninsula Senior Society Helping Elders through Referral and Outreach Services (HEROS)	c/o Key Peninsula Civic Center PO Box 392 Vaughn WA 98394	253 857 3029 253 697 8543
Gig Harbor Senior Singles		253 851 4843
Lakewood First Lions	14515 Wood Brook Dr SW Lakewood WA 98439	253 468 4507
Lakewood Historical Society	11012 Interlaaken Dr. SW Lakewood WA 98498	253 582 8682
Tillacum Community Center	14916 Washington AVE SW Lakewood WA 98498	584 1280
Puyallup-Sumner Genealogy Group	6221 154th AVE E Sumner WA 98390	253 862 8489
Heritage Quest Research Library	909 Main St. # 5 Sumner WA 98390	253 863 1806
Mel Korum Family YMCA	302 43rd AVE SE Puyallup WA98374	253 460 8986
Puget Sound Senior Games	PO Box 1487 Olympia WA 98507-1487	360 413 0148
Steilacoom Dance Company		253 581 1076
Tacoma Art Museum	1701 Pacific Avenue Tacoma, WA 98402	253 272 4258
Helping Hearts	The Neighborhood Church 2802 Bridgeport Way W University Place WA 98466	253 752 3183
Exchange Club of Tacoma	Alterra Villa at Union Park 2010 Union AVE Tacoma WA	253 565 2574
Lakewood Senior Players		253 582 4963
Korean Women's Association	123 E. 96th ST Tacoma WA 98445	253 535 4202

## Senior Housing Communities

Organization	Address	Phone
Silver Creek Retirement & Assisted Living Community	17607 91st Avenue E. Puyallup WA 98375	253 875 8644
The Village Retired and Assisted Living Community	47075 Orchard ST Tacoma WA	253 475 4707
Patriot's Landing	1600 Marshall Circle Dupont WA 98327	253 964 4900
Gibson Gardens	5001 Pacific AVE Tacoma WA 98408	253 472 5008
Franke Tobey Jones	5340 North Bristol Tacoma WA 98407	253 752 6621
Glacier Village	212 Center ST E. PO Box 460 Eatonville WA	360 832 3265