Library Services and Maslow’s Hierarchy of Needs
Pateman and Williment, 2013

**Self-Actualization**
- Co-produce library services with community

**Esteem**
- Share power and resources with community
- Community has genuine stake in planning

**Love/Belonging**
- Create inclusive library environment
- Build relationships with community

**Safety**
- Work with partner agencies to offer financial, health, and education advice and assistance

**Physiological**
- Work with partner agencies to meet housing, food, and clothing needs

Factors Shaping Community Needs

**Geography**
- Rural, distant cities
- Inconsistent utilities

**Indigenous Culture**
- Multiple languages
- Oral tradition of storytelling

**Colonial History**
- Libraries closed to non-whites during apartheid
- Groups forced to relocate (e.g. Katutura)

Greenwell Matongo Community Library
Partnership between Vantaa, Finland and the Namibian Ministry of Education

**Katutura**
- “The place where people do not want to live”
- Poverty, HIV, and orphaned children
- Economy: shebeens, car washes, and salons

**Library Services**
- Study room, children’s room, garden
- Computer classroom and training
- Larger community center offers social services

Conclusions
- Work with community leaders to identify all stakeholders
- Stakeholders identify issues of social and economic importance
- Break library traditions when necessary to provide staff and required resources
- Document and share successes with other communities

References