공공도서관에서 '도서관의 친구'의
발전과정에 관한 연구[*]

A Study on the History and Development of Friends of
Libraries Groups in Public Libraries

김 영 석(Young-Seok Kim)**

초 록

이 연구는 외국의 공공도서관에서 '도서관의 친구'가 어떻게 시작(설립) 되었고 어떻게 발전해 왔는지를
살펴보고, 이를 통해서 우리나라 공공도서관에 '도서관의 친구' 모임을 만드는데 필요한 정보를 제공하는데
그 목적이 있다. 외국 공공도서관에서 '도서관의 친구' 모임은 지역주민들에 의해서 처음 조직되었다. 우리나라의
경우 공공도서관의 자원봉사자 모임을 활용하여 '도서관의 친구' 모임을 만들 수 있겠다. 공공도서관에서 도서관
의 친구' 모임을 만들어 활용하는 데는 사서와 도서관협회가 '도서관의 친구'에 대한 중요성 및 필요성을 인식하
는 것이 무엇보다도 중요하다.

주제어: '도서관의 친구', 공공도서관 자원봉사자 시민단체

ABSTRACT

This study is an attempt to encourage the establishment of Friends groups in Korean public libraries
and to provide library staff and local people some details on how Friends groups were being developed
in public libraries in other countries. Friends groups can be established by those who are library
volunteers and are willing to support their library. Public library personnel and particularly the Korean
Library Association play an important role in initiating and operating Friends groups in Korean
public libraries.

Key Words: Friends, Friends of the Library, Friends Group, Public Library

Ⅰ. Introduction

Friends of Libraries groups have been associated with libraries for a century. Nowadays, people believe they are even more important than at any time in their history. There have been many reasons why people are showing their interest in Friends groups at present. One important motivation is adapting marketing strategies in libraries. Since the concept of marketing and public relations have been accepted by many people in libraries, Friends of Libraries began to be regarded as one of the most important groups in a library's promotion effort. This is because, as Leerburger[1] describes, 'it is important to develop and maintain an ongoing relationship with the power structure within the community. The establishment of a library support group, such as Friends of the Library, can be an important element in selling the library's needs to a community'. However, nowadays, a Friends group is regarded as something more than a mere marketing target group. They are regarded as a group of dedicated people who are promoting library operation and services and support libraries by themselves in diverse ways, such as, providing funds and voluntary work, operating lobbying or political campaigns and public relations and involving a community. Furthermore, the problems many libraries are now facing have induced a greater interest in Friends groups' operations shown by both library staff and the general public. The following quotation shown clearly what problems the current libraries are facing.

> Today's libraries face numerous opportunities and challenges. New technology make it
> possible to offer services and information in ways never before available, and new
> populations have diverse needs that must be met. Meanwhile, declining budgets force
> libraries to justify their services and costs. As a result, it is more important than ever that
> libraries secure community support.[2]

Since Friends groups are regarded by library personnel and public library authorities or universities as very important support groups, they began to be involved in many areas of library operation and services. For example, they are involved in the following: library finance by providing funds; library services by having members working as volunteers;

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1) B. A. Leerburger, *Promoting and marketing the library*, Rev. ed.(Boston, Mass. : G. K. Hall, 1989), p.14.
2) *Ibid.*,(On the back cover of the book)

library management with public relations; a library's political matters with political campaigns and a library's community activities by involving a community on behalf of the library. In particular, after many small (library) service points had been closed down and branch libraries had been about to be shut down in Australia and the UK, lobbying or political campaigns of Friends groups were regarded as very important. Many library users and people belonging to a community thus began to establish a Friends group to save their library when it was threatened with closure.

Since Friends groups offer essential support to, and are involved in, almost every part of a library's operation and services, they often attempt to influence the policy of the library. The results of the literature review reveal that some people and resources[3] agree with, and support, this claim but the others[4] disagree with such an assumption.

The main goals of this study are to find useful methods to establish and develop Friends groups in public libraries in Korea and to provide some ideas and pieces of information on the way to operate Friends groups to support the beleaguered public library system. The ultimate goal of this study is to suggest the establishment of Friends groups which could improve public library operations and services in Korea. In order to achieve such goals, the study analyses the history of Friends groups in foreign countries and examines the way Friends groups had been developed in public libraries during the last century.

Ⅱ. Friends of the Library Group

1. Definition of a Friends Group

More than a century has passed since a group of people calling themselves 'a Friends of the Library' first began to help a library in Germany in 1904. Since then, a lot of groups have also been established in many countries worldwide.

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3) B. A. Leerburger, *Ibid.*
   S. Dolnick, *Friends of Libraries*, 3rd ed.(Chicago : London: American Library Association, 1996).
   C. M. Dutton, "Friends of Libraries: a new dimension?," *The Library Campaigner*, Vol.59(1998), pp.12-13.
4) The Commoner, "Friends or enemies?," *The Library Association Record*, Vol.94, No.12(1992), p.784.
   A. Fletcher and A. Staniland, *Committee Report [of Development of] Leisure Services* [Sheffield City Council, 1997](unpublished).

Where there are friends, there is wealth. If these words, written by the great master of Roman comedy, Plautus, more than two thousand years ago still hold true, libraries today must be wealthier than they were about forty years ago when they first acquired 'Friends'.[5]

The above quotation tells us why people began to establish a Friends group more than a century ago. However, the review of the history of the operations and activities of Friends groups shows that the ways in which they work with libraries, and the contents of support which they provide libraries, vary widely.

Ferguson[6] defines a Friends of the Library as 'a group of people voluntarily associated to assist the library in its work by:

a) encouraging communication between the community and the library;
b) promoting the use of the library by all groups in the community;
c) enhancing the social, cultural and educational role of the library to users and funders of the library;
d) protecting and encouraging sources of funding;
e) supporting the development and maintenance of library services for the benefit of all.'

It is interesting to observe whether the definition of a Friends of the Library in the early stages differed from those of the present day. It can be assumed that they may be defined differently from today's groups, because they may have dissimilar roles. Thus, it could be argued that the definition may have changed over a century, in accordance with the times and the circumstances of libraries.

The literature review reveals that various definitions of Friends groups were made. Four decades ago, the American Library Association(ALA)(cited in Murison[7]) presented the following definition showing that Friends groups at that time operated in narrow and limited roles:

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5) F. J. Brewer, "Friends of the Library and Other Benefactors and Donors," *Library Trends*, Vol.9, (1961), p.453.
6) D. Ferguson, *Friends of libraries resource book* (Tullamarine : Friends of Libraries Australia, 1997).
7) W. J. Murison, *Public library user's consultative councils: the British Library Research & Development Reports* (London : British Library, 1979), p.28.

A group of citizens in the community who have a common concern for their library's active expansion and participation in community life. They have a conviction that good library service is important to everyone.

Another definition also expressed by the ALA clearly presents what Friends groups used to be. The ALA defines them as an 'organized group of people whose purpose is to support the library morally and financially'(cited in Murison[8]). Therefore, according to its definition, Friends groups were mainly moral supporters of libraries and their major activity was fund-raising.

One literature review also reveals that earlier Friends groups may be defined as financial supporters of libraries. Murison,[9] who studied the Friends of the Wuppertal Library in Germany, possibly the earliest group established, claims that the group has mainly been involved in collecting funds and donating books to the local public library. He also refers to a diploma dissertation on a Friends group, carried out in the Stuttgart School of Librarianship in Germany, which noted that the functions of Friends groups had hitherto been almost exclusively fund-raising. Ferguson, who studied Friends groups which existed between the 1930s and the 1960s in Australia claims that they 'had the common purpose of collecting additional funds to their library's collection'.[10] Therefore, Friends groups existing before the 1970s can be defined as moral and financial supporters of libraries.

However, even though Friends groups did raise funds for their libraries, (which were not suffering from a specific lack of funds) their role regarding the funds was regarded as being less important than that of providing a moral support. Therefore, the Friends groups operated before the 1970s may be defined more accurately as moral supporters rather than financial supporters of libraries. Azar-Luxton supports the fact that Friends groups provide libraries 'moral support'. He claims that one of the main goals of a Friends group is 'to support the public library, financially or morally'.[11] His following view also suggests that Friends groups are 'moral supporters of libraries'. He states that 'Friends of the Library groups are what the librarians chooses to make of them: advocates, fund-raisers, volunteers or a quiet support

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8) W. J. Murison, *Ibid,* p.33.
9) W. J. Murison, *Ibid.*
10) D. Ferguson, "Friends of the library groups: Implications for promotion of library interests," *The Australian Library Journal,* Vol.40, No.4(1991), p.329.
11) G. Azar-Luxton, "Everybody needs a 'Friend'," *Cape Librarian,* Vol.37, No.3(1993), p.14.

group'.[12]

The above claim, that libraries operated before 1970 did not seriously suffer from insufficient funds is underpinned by the results of the literature search: it is very rare to find resources which are opposed to the claim.

One the other hand, many articles[13] reveal that after 1970s a lot of libraries began to face financial difficulties. Therefore, it can be said that Friends groups formed after 1970s may be defined as financial supporters of libraries. Since the library had financial difficulties because the costs of subscription and materials have increased and funds have decreased, they have concentrated their operation on fund-raising to supplement insufficient library budgets.

Gwyn, McArthur and Furlow show by describing the phenomenon of the establishment of Friends groups since 1970 in the USA, that the major role of Friends groups was fund-raising and therefore, they may be defined as financial supporters. They argue that:

> What is especially striking is the large proportion of groups(28 percent) which have started since 1970. It seems that many libraries, feeling financial pressures, are looking for ways to supplement their budgets.[14]

In Skory's[15] account, Friends groups are also shown to be financial supporters because they were established to raise funds to supplement insufficient budgets. He quotes Dolnick in expressing the view that decreased funding for libraries in the last twenty years has increased the number of Friends groups in the USA.

The Friends group was newly defined two decades ago in the USA. The rate of growth during the same period delivered a national Friends organisation. New activities of Friends groups such as voluntary work, public relations, lobbying and community involvement were developed by this organisation.[16]

Other definitions give the impression that Friends groups operate more independently and actively. Leerburger[17] describes a Friends of the Library as a group organised independently

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12) *Ibid.*
13) J. C. Potts and V. D. P., "Sponsorship and fund-raising in public libraries: American and British perceptions," *New Library Journal*, Vol.96, No.1118(1995), pp.13-22.
14) A. Gwyn, A. McArthur and K. Furlow, "Friends of the Library," *College and Research Libraries*, Vol.36 (1975), p.272.
15) V. Skory, "Friends of the library," *Canadian Library Journal*, Vol.46, No.5(1989), pp.317-321.
16) S. Dolnick, *Friends of Libraries*. 3rd ed.(Chicago : London : American Library Association, 1996).

by library users, who have a strong interest in library operations and services.

However, it was discovered that some different roles and definitions may exist in the UK, because the phenomenon of the establishment and development of Friends groups in the UK is very different from other countries. For example, since many public libraries have been closed or threatened with closure by local governments in the last ten years, [18] a lot of new groups have been formed particularly to save their libraries. The number of groups has increased dramatically and also their activities have become more vigorous.

Fletcher and Staniland[19] define a Friends of the Library in the UK as a body established by the library to ascertain the opinions, ideas and proposals of users concerning the library services provided. They proposed that a new definition be made, such as 'library formed user consultative groups'. This notion is unique and new in the definitions of Friends groups. Such a definition reflects the characteristics of libraries and Friends groups in the UK and also the government recognition for consultation.

2. Objectives and Functions of a Friends Group in Public Libraries

Dolnick and Smith claim that the main aim of Friends groups is to assist the library and staff as they provide better library and information services to the community. Ferguson (cited in Smith [20]) states that Friends groups in Australia, Canada and the USA have the following objectives:

- To promote the library within the community
- To sponsor events and activities
- To provide special gifts and other items for the library
- To encourage gifts, endowments and sponsorship arrangements
- To promote activities for volunteers

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17) B. A. Leerburger. *Ibid.*
18) R. Proctor, H. Lee and R. Reilly, *Access to Public Libraries: The Impact of Opening Hours, Reductions and Closures 1986-1996/97.* (British Library Innovation and Research Centre Report No.89)(Sheffield : The University of Sheffield: Centre for the Public Library in the Information Society).
19) A. Fletcher and A. Staniland, *Committee Report [of Development of] Leisure Services* [Sheffield City Council, 1997](unpublished).
20) G. Smith, *Friends of Libraries.* (Library and Information Commission Research Report 5) (Bruton : Capital Planning Information, 1999), p.23.

- To organise library book sales
- To raise funds for the library
- To act as an advocate and lobbyist

Baker,[21] Dolnick,[22] Fletcher & Staniland[23] and Staniland, Fletcher & Townend[24] reveals that Friends groups perform various functions in order to achieve these objectives, such as fund-raising, lobbying or political campaigning, undertaking voluntary work, carrying out public relations, and being involved in the community. Ferguson,[25] Gwyn, McArthur & Furlow,[26] Murison[27] and Skory[28] state that fund-raising is the only function that has been widely performed for the library, from the very early stages of the history of Friends groups to the present day.

Brownlee & Ney,[29] Cunningham,[30] Frenchman[31] and Usherwood[32] consider political campaigning to be an important function of Friends groups' involvement in the library. Friends groups' public relations is considered to be another useful function. The literature introduces in detail the ways in which Friends groups undertake public relations for the library.

O'Dea[33] and Sager[34] also reveal that Friends groups assist library services and operation

21) K. Baker, "Relying on Friends," The Library Association Record, Vol.96, No.7(1994), pp.379-380.
22) S. Dolnick, *Ibid.*
23) A. Fletcher and A. Staniland, *Ibid.*
24) A. Staniland, A. Fletcher and P. Townend, "Walkley Library Action Group," *Public Library Journal,* Vol.13, No.5(1998), pp.65-69.
25) D. Ferguson, *Ibid.*
26) A. Gwyn, A. McArthur and K. Furlow, *Ibid.*
27) W. J. Murison, *Ibid.*
28) V. Skory, *Ibid.*
29) E. U. Brownlee and N .J. Ney, "Alice B. Toklas and the Libraries: Building a successful Friends group," *Library Journal,* Vol.113, No.2(1988), pp.41-43.
30) G. Cunningham, "Political Lobbying," In: M. Kinnell, ed., *Planned Public Relations for Libraries* (London : Los Angeles, CA : Taylor Graham, 1989), pp.59-67.
31) K. Frenchman, "The role of 'Friends'," In: A. Sugg, ed., *Friends of Libraries: A New Dimension?* (Somerset : Capital Planning Information, 1998), pp.15-23.
32) B. Usherwood, *The Visible Library: practical public relations for public librarians*(London : The Library Association, 1982).
33) C. O'Dea, "The Caring Core: Volunteers," In: S. Dolnick, ed., *Friends of Libraries,* 3rd ed.(Chicago : London : American Library Association, 1996), pp.224-229.
34) D. J. Sager, *Managing the public library* (White Plains, N.Y. : London : Knowledge Industry Publications, 1984).

by undertaking various voluntary activities – for example, book shelving and repairs, housebound services, lending services, and children services. Baker[35] and Payne[36] claim that Friends groups can increase the visibility of the library by encouraging community involvement i.e. developing and maintaining an ongoing relationship with people and organisations in the community.

Ⅲ. History and Development of Friends Groups

1. The First Friends Group in the World

La Société des Amis de la Bibliothèque National et les Grandes Bibliothèques de France was established in order to increase and enrich the library collection in 1913 in Paris. This group is claimed as the first Friends group in the world by the Encyclopedia of Library and Information Science(ELIS).[37] One German Friends group, the Friends of the Wuppertal Library was established for collecting funds and donating books to the library.[38] It was seen that the aims of the two groups differed slightly.

According to Murison's[39] report, the German group was founded in 1904, earlier than the French Friends group. He stated that the group had recently completed 75 years of service when he was making his report in 1979. Therefore, there remains some debate about when the first Friends group was formed. The two findings from Kim's[40] research reveal that Murison's view on the first group is more reasonable than that of the ELIS. Firstly, Murison's report covers the operations and activities of Friends groups in many countries, whereas the ELIS mainly describes the groups in the USA. Thus, the ELIS probably missed some important groups in other countries. Secondly, the ELIS was

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35) K. Baker, *Ibid.*
36) L. S. Payne, "Friends of the Library," In: W. L. Whitesides, ed. *Reinvention of the Public Library For the 21st Century*(Englewood, Colorado : Libraries Unlimited, 1998), pp.86-87.
37) S. L. Wallace, "Friends of Libraries," In: A. Kent, H. Lancour & J. E. Daily, eds., *Encyclopedia of Library and Information Science*, Vol.9(1968), pp.111-131.
38) W. J. Murison, (1979), *Ibid.*
39) *Ibid.*
40) Young-Seok Kim, *Public Libraries and Friends of the Library Groups: the influence of Friends groups on public library policy* (Ph.D. Thesis. University of Sheffield, 2004).

published in 1968, whereas Murison report was printed in 1979. Thus, Murison could possibly had a chance to study more broadly and deeply Friends of Libraries.

There is one source reflecting why such a result appeared in the study of the history of Friends groups. Skory states that:

> One of the problems in researching material on Friends groups, both here and in the
> United States, is that 'no history of library friends exists'. Because Friends groups have
> not considered the preserving of their own history as important.[41]

2. History and Development of the Friends Groups in the USA

Publications on American Friends groups have been available ever since they started operating. Wallace[42] suggests that the first article on a Friends group can be found in the Wilson Bulletin for September 1935. This is followed by an article on the M.I.T. Library's Friends in the Library Journal for April 1937, and another one entitled 'When a Library needs a Friends (group)' in the same journal for May 1937. Since then, hundreds of articles, monographs, dissertations, and reports have been published in the USA. Among these materials, the literature[43] comprehensively covers the history of the operations and activities of American Friends groups.

According to Wallace's article, although the world's first Friends group was established outside the USA, the concept of Friends groups has been greatly developed there and introduced to other countries in which only a small number of Friends groups were founded in academic and public libraries up to the 1960s.

The operation and activities of Friends groups were established rapidly in the USA. The first American group that was also the first public library group, the Friends of the Glen Ellyn Free Public Library was founded in 1922 in Illinois.[44] Friends groups were set up in academic libraries a little later than in public libraries. The Friends of the Harvard

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41) V. Skory, Ibid., p.320.
42) S. L. Wallace, (1968), *Ibid.*
43) J. M. Hood, "Past, Present, and Future of Library Development(Fund-raising)." In: F. C. Lynden & E. A. Chapman, *Advances in Librarianship*, 22(San Diego ; london : Academic Press, 1998), pp.123-139. J. B. Munch, "College Library Friends Groups in new York, New Jersey, and Connecticut," *College and Research Libraries*, Vol.49, No.5(1988), pp.442-447.
44) S. L. Wallace, *Ibid.*

Library was founded in 1925. Since that time, hundred of Friends groups had been established by 1960. The number has increased steadily over the last three decades. Dolnick[45] estimated the number at about 3,000 in the mid-1990s.

There have been some important events which led to the development of Friends groups in their history in the USA. Firstly, even in the early stages of the operations of Friends groups, the American Library Association(ALA) became aware of the necessity of Friends groups. The following events are evidence of this trend:

- in the late 1920s and early 1930s, the American Library Association felt the need for Friends groups.
- in 1934, the heading 'Friends of the Library' appeared in the ALA Bulletin index.
- in 1934, the ALA established a committee to encourage the formation of new groups.
- in 1935, some publications in relation to Friends groups were printed by the ALA to supply information, to encourage the development of new groups and to improve the operations and activities of Friends groups.

A lesson can be found from this finding: in order to develop and encourage the operation and establishment of Friends groups in a country, a library association should become actively involved.

Secondly, Skory[46] cites Dolnick's initial claim that decreased funding for libraries in the 1970s and 1980s has coincided with resurgence in the growth of Friends groups. Thirdly, according to Dolnick,[47] the formation of a national Friends of the Library organisation in the USA(FOLUSA) in 1979 accelerated the growth and development of Friends groups. Finally, Ferguson[48] claims that the USA has a strong culture of citizen participation, public benefactors and public donations, and that this might result in the great development of Friends groups. There is much evidence supporting the idea that the USA has such a culture. Ferguson[49] cites Almond and Verba's opinion, stating that citizen participation is much stronger in the USA than in other countries. Regarding public donations, Potts and

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45) S. Dolnick, (1996), *Ibid.*
46) V. Skory, *Ibid.* p.317.
47) S. Dolnick, *Ibid.*
48) D. Ferguson, *Ibid.*
49) *Ibid.*

Roper[50] point out that 'asking for money is a much more acceptable practice in the USA than in Britain. Americans ... expect to give much more to causes of their own choosing'. O'Dea[51] also claims that (but it does not seem to be true):

> The United States is the only country in the World with this phenomenon of people giving freely of their time and talents to an organisation for the enrichment of the organization and for the personal enrichment of the volunteer.

3. History and Development of the Friends Groups in the UK

In the UK the first group which was an academic group, the Friends of the Bodleian (Library) was founded in 1925, as was the Friends of the Harvard University Library. This was followed by the Friends of the National Libraries in 1931.[52] However, until Murison published a report on 'public library user's consultative councils',[53] there has been no material covering the operation and activities of a Friends group in the UK.

Public library Friends groups began to operate in the mid-1970s in the many areas of the UK: Sutton, 1972; Devon, 1975; Somerset, 1975; Bedfordshire, 1976; Bradford, 1978.[54] Murison's report reveals that there have been only less than ten groups up until the mid-1980s. However, since many small (library) service points[55] were closed and branch libraries were threatened with closure by local governments from the late 1980s, many library users and people in a community rushed to form Friends groups in order to save their local libraries. Since then, the number has increased dramatically. Smith[56] claims in his report on Friends of Libraries that there are over 150 public library groups in the UK

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50) J. C. Potts and V. P. Roper, "Sponsorship and fund-raising in public libraries: American and British perceptions," *New Library World*, Vol.96, No.1118(1995), p.21.
51) C. O'Dea, "The Caring Core: Volunteers," In: S. Dolnick, ed., *Friends of Libraries*, 3rd .ed.(Chicago : London : American Library Association, 1996), p.224.
52) B. Bloomfield, *Ibid.*
53) W. J. Murison, *Public library user's consultative councils: the British Library Research & Development Reports.* (London : the British Library, 1979).
54) *Ibid.*
55) These library services points are much smaller than branch libraries.
56) G. Smith, "Chairman's introduction," In: A. Sugg, ed., *Friends of Libraries: a new dimension?: proceedings of a seminar held at Stamford, Lincolnshire on 23rd June 1998* (Bruton : Capital Planning Information, 1998), pp.1-3.

in the late 1990s. The following is one example how Friends groups saved public libraries in the UK.

One Metropolitan Borough Council which used to operate seventeen public libraries faced with budget shortage in 1997. Thus, the council decided to close four branch libraries. Since the four libraries were threatened with closure, many library users and local people quickly formed Friends groups and since then, among the seventeen libraries, eight libraries have established a Friends group. In particular, among the four libraries about to be closed, only the two libraries that successfully set up a Friends group could survive. However, the other two libraries that could not form their own Friends groups were eventually closed. The former two groups performed the following activities in order to save their libraries:

- Fund-raising by carrying out various fairs, coffee mornings, craft afternoons, a Christmas lunch and selling special books and videos.
- Political campaigns by talking with councillors, running a petition and also sending letters to the local press.
- Public relations by publishing their newsletters and also holding public meetings.
- Community involvement by participating in local events and also by conducting user surveys.[57]

Since British groups became active, there have been many publications about their activities and these publications resulted in further development of Friends groups. A seminar and workshop were held in 1998 and 1999 respectively in order to discuss the role of Friends groups and the establishment of a national Friends of the Library organisation. Two reports[58] on the above issues were published. In MA dissertations, Miles[59] and Whittaker[60] undertook evaluations of the functions and importance of Friends groups. One journal article [61] covers in detail one group's activities and there are some other materials

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57) Young-Seok Kim, *Ibid.*
58) G. Smith, *Friends of Libraries*(Library and Information Commission Research Report, 5) (Bruton : Capital Planning Information, 1999)
   A. Sugg, ed., *Alternative Funding Streams for Libraries*(Bruton : Capital Planning Information, 1999)
59) J. J. Miles, *The role, function, and status of library support groups: a London survey*(MA dissertation, University of Wales Aberyswyth, 1994).
60) S. P. Whittaker, *Do public libraries need 'friends'?: an evaluation of the importance of Friends of the Library*(MA dissertation, the University of Sheffield, 1998).

that briefly describe the activities of British groups. These are: a committee report,[62] the Library Association Record,[63] and the Guardian.[64] In particular, the Library Campaigner[65] consistently allocated pages for discussing the subject of Friends groups.

4. History and Development of the Friends Groups in Australia

The number of Australian Friends groups has increased dramatically during the 1980s and 1990s. Ferguson [66] and Smith[67] estimated the number at about 80 in 1989, and 160 groups in 1999. It is apparent that there are many reasons for the number having increased in such a way. Ferguson offers the first reason, stating that:

> Probably no more than 80 Friends groups are operating in Australia. And of this number 40 groups are in South Australia, in the past few years, Friends groups have developed under a structure put in place by the Public Libraries Branch of the State Library of South Australia. [Many people] have been instrumental in this development, with the aim of establishment Friends groups in every South Australian public library. [68]

The second reason could be an influence from the successful operation of American Friends groups. This claim is underpinned by the fact that much research was undertaken into Australian Friends groups, such as Bundy,[69] Ferguson [70] and Kirby,[71] and these

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61) A. Staniland, A. Fletcher and P. Townend, *Ibid.*
62) A. Fletcher & A. Staniland, *Ibid.*
63) The Library Association Record, "Local authority budgets: Cuts get go-ahead despite warnings," *The Library Association Record,* Vol.101, No.4(1999a), p.198.
   The Library Association Record, "Public library closure: Friends groups vary the legal attacks," *The Library Association Record,* Vol.101, No.7(1999b), p.384.
64) The Guardian, "Social change: Pages of history," *The Guardian,* 7 (April, 2. 1999).
65) The Library Campaigner, "Library User Groups in Sandwell," *The Library Campaigner,* Vol.58(1998), p.10.
   The Library Campaigner, "Friends Groups: News from Local Groups," *The Library Campaigner,* Vol.60 (1999), p.14
66) D. Ferguson, (1991), *Ibid.*
67) J. Smith, (1999), *Ibid.*
68) D. Ferguson, (1991), *Ibid.,* p.331.
69) A. Bundy, "Friends of Australian Public Libraries in 1998," *Australian Public Libraries and Information Services,* Vol.11, no.4(1998), pp.165-173.
70) D. Ferguson, (1991, 1997), *Ibid.*
71) M. Kirby, "Libraries need friends," *Australian Library Journal,* Vol.44, No.3(1995), pp.113-118.

examined and introduced the operation and activities of American groups. Bundy also supports the above claim that many library staff and managers gained information about Friends groups from American people, books and conferences. Thirdly, the formation of the national Friends of the Library organisation in Australia boosted the establishment of many new groups. Finally, other reasons, such as the threat of public library closure and opening hours reductions, and an interest in involving the community in council services, generated many new groups. The claim that the threat of public library service cuts triggered the establishment of many groups, is in line with the fact that many Australia groups have attempted to influence policy on public library services charges and public library decision-making for building a new library, library closure and library budgets[72]. Some groups have influenced such decisions[73]. In Australia, librarians often view Friends groups as 'troublemakers'.[74] However, it is not clear whether this is because they are very actively involved in library services and operation, or because library staff do not have much experiences of Friends groups and are therefore suspicious of their activities and operation.

5. History and Development of the Friends Groups in Canada

Stockett (cited in Skory[75]) reveals that the first two Friends groups were established in Canada in a public and in an academic library in the same year, 1932. However, it seems that the establishment of public library groups had been almost inactive until 1980 because only a few groups existed before this year. Smith[76] claims that around 175 groups operate in Canada in the late 1990s. According to the websites of the Friends of Canadian Libraries Association, most of the groups were established in the 1980s and 1990s. There is a lack of information as to why this is the case. However, the possible reasons could be the same as the second and third of those for Australia. The national Friends of the Library organisation in Canada(FOCAL) was founded in 1998 and now has 175 group members. Similarly, literature has not been found in relation to the influence of Friends groups on

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72) A. Bundy, *Ibid.*
73) D. Ferguson, "Friends of the library groups: Implications for promotion of library interests," *The Australian Library journal,* Vol.40, No.4(1991), pp.328-335.
74) *Ibid.*
75) V. Skory, *Ibid.*
76) J. Smith, (1999), *Ibid.*

library policy in Canada. However, Skory[77] states that Friends groups are perceived to be a very effective tool in influencing political decisions in relations to government funding and legislation for libraries.

6. History and Development of the Friends Groups in Other Countries

Apparently Friends groups are also operating in many other countries all through the world: Chile, Germany, Holland, New Zealand, Japan, Scandinavia, South Africa, Spain. Among these countries, in Chile and New Zealand, Friends groups are being very active. Budnik[78] claims that there are more than 100 public library Friends groups in Chile. In New Zealand, Friends groups are being very active in public libraries. For example, the Friends of Christchurch City Libraries supports the operation of Bookstart by delivering the library's Bookstart packs to parents and babies.[79]

Ⅳ. Involvement of Friends Groups in Library Services and Operations

1. Involvement of Friends Groups in Public Libraries

Since the world's first Friends group came into existence at the turn of the 20th century, the idea of forming a Friends group swiftly spread all over the world. Much of the literature[80] reveals that Friends groups now operate in more than 15 countries in five continents. Friends groups operate very actively and are involved in public library services and operation in various ways, particularly in Australia, Canada, Chile, New Zealand, the UK and the USA.[81]

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77) V. Skory, *Ibid.*
78) C. Budnick, "Implementing the Bill & Melinda Gates Foundation Grant for Public Access to Computers and Internet in public libraries throughout Chile." 68th IFLA General Conference and Council, 18-24 August 2002 Glasgow.
79) Christchurch City Libries Homepage, 〈http://library.christchurch.org.nz/Services/BooksForBabies/〉[cited 2005. 10. 30]
80) G. Azar-Luxton, *Ibid.*
　　D. Ferguson. *Ibid.*
　　W. J. Murison, (1979), *Ibid.*
　　V. Skory, "Friends of the library." *Canadian Library Journal,* Vol.46, No.5(1989), pp.317-321.

Until 1970, Friends groups had been formed in public libraries in many countries, including Australia, Canada, Germany and the USA, but this was not the case in the UK. In comparison with academic library groups, the establishment of public library groups, except in the USA, has been slow and almost dormant until the 1980s. According to the literature,[82] there had been no public library group until 1970 in the UK.

In Australia, the first Friends group was formed in a public library in 1932, but until 1981 only two public library groups existed. This is compared to six academic group in the same period. The reasons for establishing these groups were different, but they had two common aims: providing moral support and allocating additional funds for library collections.[83]

The widespread development of Friends groups resulted in their deep involvement in library services and operation, and also in attempt to influence library decision-making. Leerburger[84] supports this, claiming that some independent groups often exert a significant influence on public library policy. This involvement raised library staff's apprehensions about the operation and activities of Friends groups.[85] However, although some library staff raised these apprehensions, Friends groups are still vary active in many libraries. Dolnick claims that there are over 3,000 Friends groups in the USA in the mid-1990s.

Murison published a report on 'public library users' consultative councils' in 1979 and, according to the report, Friends groups began to operate in public libraries in the early 1970s in many areas of England: Sutton(1972), Devon(1975), Somerset(1975), Bedfordshire (1976), Bradford(1978), Cumbria and Manchester. The report reveals that there were fewer than ten groups in these areas. Murison also discovers that there was no attempt to establish a Friends group in Scotland or Northern Ireland until 1979.

The groups in the above areas were established with various aims, such as becoming

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81) A. Bundy, "Friends of Australian Public Libraries in 1998," *Australian Public Libraries and Information Services*, Vol.11, No.4(1998), pp.165-173.
  M. Kirby, *Ibid*.
  G. Smith, *Friends of Libraries*. (Library and Information Commission Research Report 5) (Bruton : Capital Planning Information, 1999).
82) J. Feather & P. Sturges, *International Encyclopedia of Information and Library Science*. (eds.)(London : New York : Routlege, 1997).
  J. F. Fuggles, "The Friends of the National Libraries," *Library Association Rare Books Group Newsletter*, Vol.7(1981), pp.14-16.
  F. Strong, "The Friends of the National Libraries," *Archives*, Vol.13, No.60(1978), pp.180-189.
83) D. Ferguson, *Ibid*.
84) B. A. Leerburger, *Ibid*.
85) D. Dolnick, "Friends of Libraries," *The Library Association Record*, Vol.89, No.3(1987), pp.139, 141.

involved in library activities, operating as a local consultation organisation, organizing public meetings and acting as a focal point for general cultural activities. Interestingly, fund-raising was not considered to be the role of these groups. Instead, the common concern for the operation of these groups was to increase user consultation. Obtaining the views of users was considered very important in managing library services. It seems that this was influenced by the new concept of library marketing that began to be adopted in libraries in the 1970s.

This finding confirms that although public libraries in the UK began to suffer from budget cuts,[86] this crisis did not result in the establishment of Friends groups. When the crisis led to widespread library closures in the early 1990s, this finally triggered the establishment of many groups. Library staff and the public, who feared job or library services loss, initiated the establishment of these groups, either together or alone. Since then, the number has increased dramatically. According to the Smith's[87] report, over 150 public library groups operated in the UK in 1998.

The establishment of many British groups resulted directly in a major attempt to influence library policy. This raised apprehensions about the operation of Friends groups. There is one well-known source which critisizes those operations and activities. The Commoner[88] suggests that Friends groups are 'more trouble than they are worth and … they skew service provision to suit the needs of the few busybodies who have the time to get involved'. Baker[89] challenges this view, arguing that this is not always the case and that according to his experience of Friends groups, those members do not seek preferential treatment.

2. Involvement of Friends groups in National Libraries

Although Friends groups were first founded in public libraries in many countries, academic and national libraries soon adopted the idea of operating Friends groups.

The French National Library's Friends group was established in 1913 in order to increase and enrich the library collection. In the UK, the Friends of the National Libraries was

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86) R. Proctor, H. Lee and R. Reilly, *Ibid.*

87) J. Smith, (1999), *Ibid.*

88) The Commoner, "Friends or enemies?" *The Library Association Record,* Vol.94, No.12(1992), p.784.

89) K. Baker, "Relying on Friends," *The Library Association Record,* Vol.96, No.7(1994), pp.379-380.

founded in 1931[90] aiming 'to help acquire for the national printed books, manuscripts and archives'.[91] The Friends of the British Library was established in 1989 with the following aims:

> (1) to widen public understanding of the British Library through the provision of information on its collections and services; (2) to improve awareness of the Library's role as a cultural centre and guardian of the national heritage; (3) to provide a means of developing special relationships with the private sector for fund raising and joint venture activities; and (4) to establish itself as a self-financing and profile raising organisation over a period of two to three years.[92]

The Association of the Friends of the National Library of Wales 'aims to foster a wider interest in and understanding of the library and its work and maintain a support group dedicated to this aim'.[93] The National Library of Ireland has its Friends group but the National Library of Scotland does not have its Friends group yet.[94]

The Friends of the National Library of Australia was founded in 1990, to promote its library and to foster community support for the activities of the Library.[95]

The Canadian National Library's Friends group was founded in 1990 with the intention of helping the library to 'celebrate the past, honour the present and ensure the future of Canada's remarkable published heritage'.[96]

It seems that the involvement of these groups in their library was not significant because their library is an academic and a national one. That is to say, Friends groups in academic and national libraries usually provide moral support, by operating as a fund-raising and

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90) B. Bloomfield, "Friends of the Library," In: J. Feather & P. Sturges. (eds.), *International Encyclopedia of Information and Library Science* (London ; New York : Routledge, 1997), p.151.

91) Friends of the National Libraries, *Friends of the National Libraries* [Online](London: Friends of the National Libraries, 2003) 〈http://www.bl.uk/about/cooperation/friends2.html〉 [cited 2003. 6. 12].

92) Day. 1998. p.158.

93) G. Smith, *Setting Standards: preparing public library plans: proceedings of a seminar held at Stamford, Lincolnshire on 3rd July 1997*(Bruton : Capital Planning Information,1997), p.17.

94) *Ibid.*

95) Friends of the National Library of Australia, *Friends of the National Library of Australia*[Online] (Canberra : Friends of the National Library of Australia, 2003) 〈http://www.nla.gov.au/friends/〉 [cited 2003. 6. 12].

96) Friends of the National Library of Canada, *Friends of the Library and Archives Canada* [Online](Ottawa, ON : Friends of the National Library of Canada, 2003)〈http://www.nlc-bnc.ca/friends/efriends.htm〉 [cited 2003. 6. 12].

public relations group, and are not keen on involving in library services and operation.

V. Conclusion

The study discovered that Friends groups were being initially established by the local people who were willing to support their library. The functions and objectives of Friends groups in public libraries have been slightly changed over a century in accordance with the times and the circumstances of libraries. Thus, the definition of a Friends of the Library has also changed since the establishment of the world's first group in Germany in 1904. However, Friends groups generally are pursuing the following activities: fund-raising or financial support, lobbying or political campaigns, Public Relations, voluntary work and community involvement.

Obviously the passionate support of a Friends group's members and library staff's enthusiasm for operating a Friends group was the most important factor in keeping a Friends group operating strongly and actively in public and national libraries.

The study concludes when better public library services and operation is of great concern to the general public, a Friends group could be established and that a Friends group could successfully operate and get effectively involved in library services and operation, if library staff show an interest in the activities of Friends groups.

The results of the review of the history and development of Friends of Libraries propose some recommendations for the establishment of Friends groups in Korea as follows.

The general public in Korea is obviously interested in a library with better services, operating more efficiently. Many Korean people work in public libraries as volunteers and they are being organised in groups. This is a very good foundation to initiate Friends groups. Friends groups can be founded from these library volunteers groups. At this moment, one of the main problems to turn volunteers groups into Friends groups in public libraries in Korea is the lack of library staff's knowledge on Friends groups: what are Friends groups? and what Friends groups are for? That is to say, public library staff have not considered how Friends groups are useful and important to improve public library services and operations.

As seen in the USA, the UK, Australia and Canada, a library association plays a very

important role in making library staff aware of a Friends of the Library. In other words, a library association enables library staff to understand the importance of Friends groups in improving public library services and operations. Therefore,

- the Korean Library Association should:
  - consider the importance and necessity of Friends groups which support public libraries through diverse activities.
  - be more active in supporting and encouraging library staff to establish Friends groups in public libraries.
  - provide library staff details on a Friends of the Library through the association's web-sites, publishing printed materials and organizing seminars and workshops.

- Library staff who are well-informed about a Friends group should:
  - give local people and particularly library volunteers detailed information on a Friends of the Library through their library's web-sites, newsletters and holding public meetings.
  - be more active in supporting and encouraging local people and library volunteers to found public library Friends groups.
- A national organisation of the Korean Friends groups should be established in order to engender more Friends groups.

Finally, as Dolnick[97] emphasizes, the relationship between a Friends group and library staff or management and councillors is an essential key to build the success of a Friends group. Kim[98] insists on a potential conflict when the group and the library staff have different opinions on the group activities and when the group blindly follows their own direction instead of discussing their operation and activities with the library staff. Therefore, communication is regarded as an important matter for a real cooperation and for a better understanding of the library staff and management. Friends groups should always discuss their operation and activities with the library staff. This is because Friends groups have been created to support their library and library staff.

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97) S. Dolnick, (1996), *Ibid.*
98) Young-Seok Kim, *Ibid.*

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