working together

library-community connections demonstration project
<table>
<thead>
<tr>
<th>Location</th>
<th>Community defined by poverty</th>
<th>Isolated socially-housed community</th>
<th>Community of newcomers</th>
<th>Aboriginal community</th>
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<tr>
<td>Vancouver</td>
<td><em>Mount Pleasant</em></td>
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<td>• community defined by poverty</td>
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<td>Halifax</td>
<td><em>Spryfield</em></td>
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<td>• isolated socially-housed community</td>
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<td>Toronto</td>
<td><em>Thorncliffe and Flemingdon Park</em></td>
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<td>Regina</td>
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<td>• aboriginal community</td>
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public libraries are inclusive ...

we welcome everyone!

everyone feels comfortable in a library

as professional staff, we understand our users’ needs

there’s something for everyone

our services reflect our communities
working together ... is that true?

- policy barriers
- service barriers

planning process

social exclusion

Fellow community members who are not participating in society.

feel unwelcome, uninvited, alienated from institution
### Working Together

**Service Planning Models**

<table>
<thead>
<tr>
<th>Research &amp; understand our communities</th>
<th>develop services</th>
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<tbody>
<tr>
<td><strong>Existing Service Model</strong></td>
<td></td>
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<tr>
<td>Review various inputs</td>
<td>Plan services</td>
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<tr>
<td>(collection use statistics, user</td>
<td>based on an</td>
</tr>
<tr>
<td>surveys, demographics, comment</td>
<td>assessment of</td>
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<tr>
<td>cards, etc.)</td>
<td>these inputs.</td>
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| **Community Development Service Model** |                  |
| Building relationships and partnerships in our communities in order to listen to and understand socially-excluded residents’ needs related to library services. | Collaboratively plan services that reflect community needs as expressed through our community interactions. |
### Outreach

- Taking a storytime to a mothers’ group
- Book talk at a seniors’ centre
- Library booth at a community fair

Planning done in house by us for our community

Often library activities replicated in the community

Us talking to people about the library

### Community Development

- Developing a program with/for mothers after visiting their group
- Developing a library visit after talking with the seniors about what they want
- Walking around the fair and meeting people

Planning done collaboratively with the community

Activity defined or modified based on community input

Us listening to people talk about their lives and needs
We collaboratively develop our services and programs based on direct consultation.

Open house approach
Community discussion approach
Focus group approach
Door-to-door approach

These are not service provider to service provider discussions...

...they are community member with library staff discussions.
Measuring successes

Qualitative vs quantitative reporting

→ Talk about people not numbers

→ Use personal stories ... and tell people what these success stories mean for their communities
HRSDC Deliverables

- service model and/or program models
- toolkits
- CLA interest group
- graduate level course outline for MLS programs
working together the next 26 months

- continue our work with our communities
  - to refine approaches and innovate
  - to build new relationships
  - to learn from our experiences

- research study → following 32 project participants across the four sites

- continue to share our experiences
contact ...

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