

working together

library-community connections demonstration project



Vancouver Public Library



Regina
Public
Library



working together

the four sites

Vancouver:

Mount Pleasant

- *community defined by poverty*

Halifax:

Spryfield

- *isolated socially-housed community*

Toronto:

Thorncliffe and Flemingdon Park

- *community of newcomers*

Regina:

North Central

- *aboriginal community*

working together

public libraries are inclusive ...

we
welcome
everyone!

there's
something for
everyone

everyone feels
comfortable in
a library

as professional staff,
we understand our
users' needs

our services
reflect our
communities

homework help

working together

... is that true?

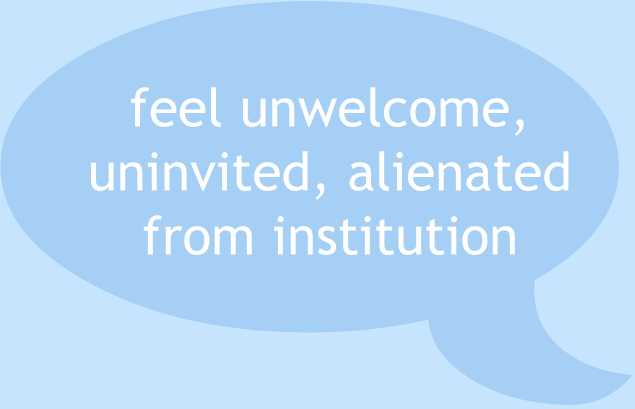


policy
barriers



service
barriers

planning process



feel unwelcome,
uninvited, alienated
from institution

social exclusion

Fellow community members who are not participating in society.

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service planning models

Research & understand our communities



develop services

Existing Service Model

Review various inputs (collection use statistics, user surveys, demographics, comment cards, etc.)



Plan services based on an assessment of these inputs.

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.

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community contact methods

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

working together community development methods

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

We collaboratively develop our services and programs based on direct consultation.

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

working together sharing our lessons learned

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

- o continue our work with our communities
 - to refine approaches and innovate
 - to build new relationships
 - to learn from our experiences
- o research study → following 32 project participants across the four sites
- o continue to share our experiences

working together for further information

contact ...

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