



**Annette DeFaveri**

National Project Coordinator

[execdir@bcla.bc.ca](mailto:execdir@bcla.bc.ca)

**Sandra Singh**

National Project Director

[sandra.singh@vpl.ca](mailto:sandra.singh@vpl.ca)

# About Working Together

- Recognized that many socially excluded or marginalised community members faced barriers using the library and library services are often not designed to meet their needs because they are not included in planning processes
- 4-year HRSDC-funded national demonstration project
- Explore how community development techniques could be used by public libraries to develop more inclusive public library services



# About Working Together

- Four cities: Vancouver (Lead), Regina, Toronto, Halifax
- Each city had a Community Development Librarian and a Senior Management supervisor
- Partway through the project, created the National Coordinator Position
- Try community development techniques, share experiences and learning, and develop a series of service models for planning library services.
  - Had Social Policy and Research Council of BC (SPARC BC) do a formal evaluation
  - Community-based research on labour market attachment

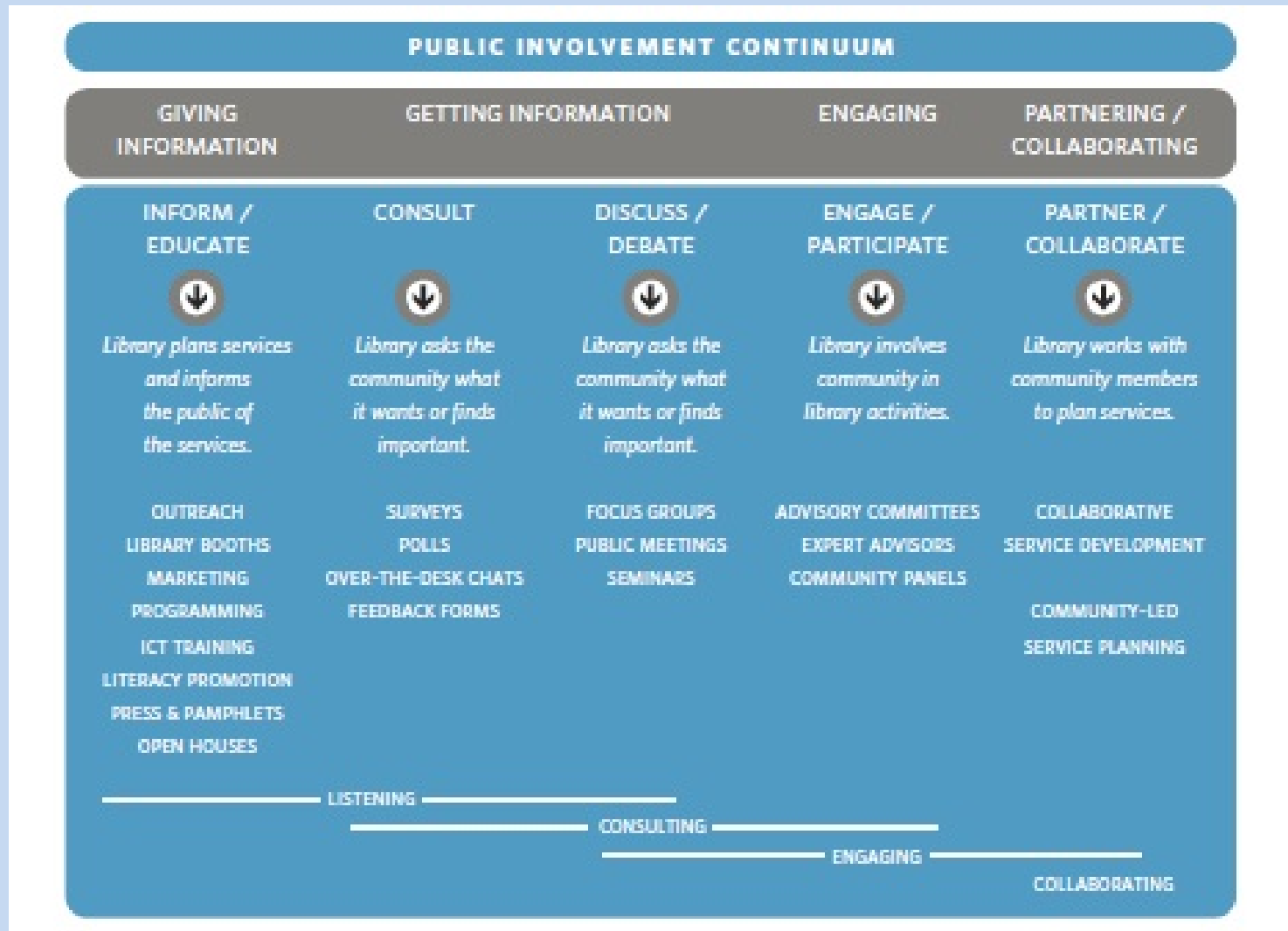


# Working Together

- Service Model
- Tools and Approaches
- Adoption of the approach



# Community Involvement Continuum



## Community-Led Service Planning: Key Differences

	COMMUNITY ASSESSMENT & NEEDS IDENTIFICATION		SERVICE PLANNING AND DELIVERY	
	COMMUNITY ASSESMENT	NEEDS IDENTIFICATION	SERVICE PLANNING	DELIVERY
TRADITIONAL PLANNING	<p>Staff review:</p> <ul style="list-style-type: none"><li>- Demographic data,</li><li>- Library use statistics,</li><li>- Comment cards, and</li><li>- Community survey results.</li></ul>	<p>Staff identify service gaps or under-served communities.</p>	<p>Staff review literature.</p> <p>Staff consult with other staff and service providers.</p> <p>Staff develop service response.</p>	<p>Staff deliver service:</p> <ul style="list-style-type: none"><li>- develop the collection,</li><li>- hold the program, or</li><li>- design facilities.</li></ul>
COMMUNITY-LED PLANNING	<p>Staff review all of the above and...</p> <ul style="list-style-type: none"><li>- Staff spend time in community developing relationships with community members.</li><li>- Staff hear from community about what is important to them.</li></ul>	<p>Staff discuss with community members and hear from the community what their priorities are.</p>	<p>Service ideas are the community's ideas.</p> <p>Community is engaged in the planning of the service.</p> <p>Staff act as partners and facilitators rather than as creators and teachers.</p>	<p>Community members and staff work together to deliver the service:</p> <p>Community members involved in selecting collection materials.</p> <p>Community members active in hosting the program.</p> <p>Community members working collaboratively with the library to develop policy recommendations.</p>

# Tools and Approaches

1. Community entry
2. Community mapping
3. Relationship building and partnerships
4. Library service planning
5. Customer Service
6. Policy development



# Community Entry

... Feeling uncomfortable is the right feeling...



**Working  
Together**



# Community Mapping

What  
Where  
Why



**Working  
Together**

# Relationship Building & Partnerships

... the heart of the Community-Led approach



**Working  
Together**

# Customer Service

...to make it easier for the community,  
not easier for us



**Working  
Together**

# Policy Development

...in a Community-Led approach



**Working  
Together**

# Impact of the Community-Led Model

- Vancouver Public Library
- Edmonton Public Library
- Our Library Schools



**Working  
Together**

# Thank You

Sandra Singh  
National Project Director  
[Sandra.singh@vpl.ca](mailto:Sandra.singh@vpl.ca)

Annette DeFaveri  
National Project Coordinator  
[execdir@bcla.bc.ca](mailto:execdir@bcla.bc.ca)

