



Community-Led Service at EPL



Spread the words.





Overview of Presentation

- **Historical Overview**
- **Community-Led Service**
- **Community-Led in Practice**
- **Community-Led Challenges & Successes**
- **Into the future: assessing impact**



Community-Led



Historical Overview

Are Libraries really accessible to all?

There are some populations who could benefit from the library's services the most, but take advantage of the services the least.



In the beginning:

Are Libraries Accessible to All?

John Pateman

Underserved populations: those individuals or groups who have the greatest potential to benefit from library services but take advantage of library services the least.



Community Development

Encourages the building of relationships between socially excluded community members and the library.

Results in responsive and relevant library service.



Working Together Project

Community-Led Service Philosophy

“Systemic barriers are elements of library policy... that impede community members from having full and equitable access to libraries. Working to identify and dismantle barriers ensures a public library that is proactively providing access to all community members...”



Community-Led at EPL

2008: a big year for CLSP

- **Community Development Librarian Intern**
- **Community Librarians!**



Community-Led Service



Community-Led at EPL

To work closely with community members, especially underserved populations, to understand the needs and the barriers they face in accessing library service; and create programs and services that respond to those needs and address those barriers.



Top 5 Barriers to Accessing Library Services

- **Library Policies**
- **Fees**
- **Transportation**
- **Service Awareness**
- **Literacies**



Edmonton Underserved Populations

- **Indigenous People**
- **Youth At Risk**
- **People Experiencing Poverty**
- **Adults with Low Literacy Skills**
- **Geographically Isolated Communities**
- **Newcomers**
- **Seniors**
- **Teen Parents**
- **University Students**

Spectrum of Community Engagement

LEVELS OF COMMUNITY ENGAGEMENT



Tamarack Institute



Community-Led Service vs. Traditional Service

Planning

TRADITIONAL PLANNING⁴

Community Assessment

Staff review:

- Demographic data
- Library use statistics
- Customer feedback
- Community survey results

Needs Identification

- Staff identify service gaps or under-served communities

Service Planning

- Staff review literature
- Staff consult with other staff and service providers
- Staff develop service response

Delivery

Staff deliver service:

- Develop the collection
- Deliver the program
- Design facilities

Evaluation

Staff review various inputs, such as:

- Feedback forms
- Program attendance
- Collection use
- Library card enrollment
- Other statistics

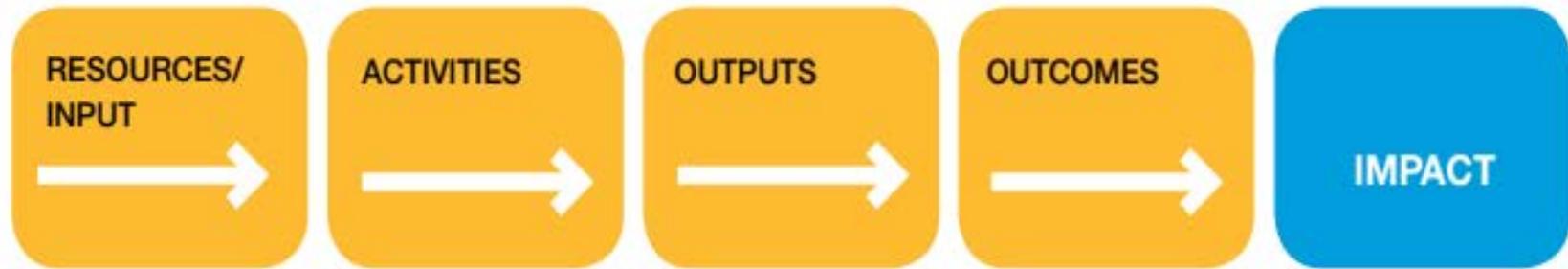
Community Engagement

LEVELS OF COMMUNITY ENGAGEMENT



Tamarack Institute

Evaluation



Outcomes: How will lives improve as a result?

Impact: What is the consequence of the outcome?



Community-Led in Practice: EPL's Community-Led Toolkit

<http://www.epl.ca/community-led/>

- **Toolkit**
- **Handbook**
- **Barriers report**





Everyone has a Role

- **Executive**
- **Managers**
- **Librarians**
- **Library Assistants**
- **Pages**
- **Shared Services**



Community Profiles





Community Relationships & Outreach

HOW DOES OUTREACH FIT WITHIN COMMUNITY-LED AT EPL?

Outreach complements our Community-Led approach and can assist in building relationships with organizations and individuals.

OUTREACH

- Goes out into the community to deliver a service or program (storytime at day camp, display at community centre).
- Tells audience what the Library has to offer, but rarely seeks opinions of participants and what they might like the Library to offer.

COMMUNITY DEVELOPMENT

- Begins with relationship building.
- Identifies and assists in articulating individual or community needs.
 - Identifies and provides services that meet those needs.
 - Investigates ways to work collaboratively to meet needs.
 - Identifies gaps in services and policy.





Challenges

- Setting priorities
- Saying “no”
- Outputs vs. outcomes
- Measuring impact



Successes

- More equitable access to EPL
 - Access Card
 - Internet Only card
 - Mobile Hotspots
 - Chromebooks
- Valuable contributors
- We are connecting with new communities



Literacy Vans

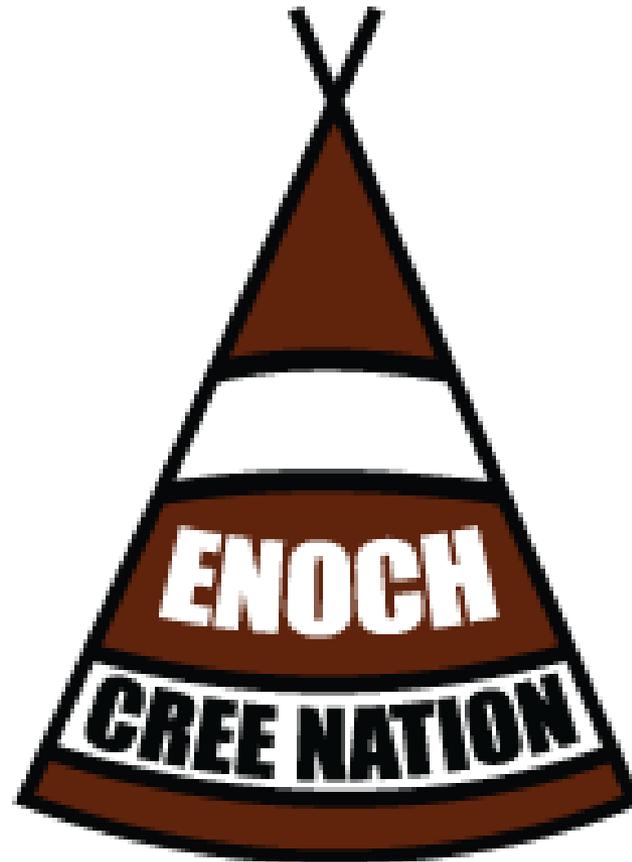


Outreach Workers





Enoch Cree Nation



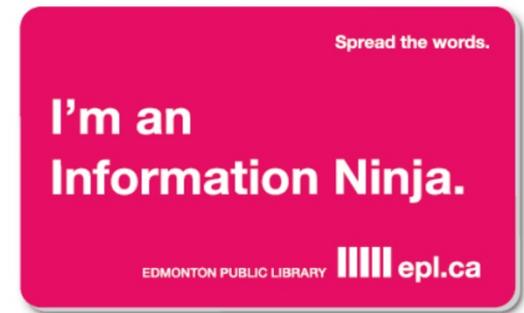


Support for Incarcerated Individuals





Youth in Care





Voices of Amiskwaciy



Into the future: assessing impact

Into the future: assessing impact

Themes in assessment:

- **Crucial but Fragile**
- **People Power**
- **Our staff make a difference**
- **Coffee and Donuts work wonders**

Into the future: assessing impact

Steps forward:

- **Reassessing evaluation**
- **Planning with intentionality**
- **Measuring with purpose**



Questions?

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