

## Chat from Community Led Library Service Development June 12, 2013

Stanley Strauss:Handouts for today's webinar can be downloaded at: <http://infopeople.org/training/community-led-library-service-development> or by clicking the files below.

Francisca Goldsmith:Infopeeps have gone out of their way to get you in the MOOD for this webinar!

Jeanette Marks:Tracy Chapman - Whoot!!!!

Infopeople Project:Link: <http://youtu.be/7rZbvi6Tj6E>

Stanley Strauss:Please type any questions for Francisca into this chat box as they occur to you.

Wendy Wright:Wow! I've never seen so many Canadians in an Infopeople webinar!

Elisabeth Burton:Elisabeth Burton: HI from Onondaga County Public Library, Syracuse NY

Veronica Britto:Homebound.

Stephanie Beverage:Homebound

Helen Fisher:foster youth

Stanley Strauss:Homeless

Jenera Burton:homebound

Eric Travis:Homebound elderly.

Melanie Blau McDonald:Those with dementia

Sandra Stewart:homebound

Megan Owens:People with transportaion issues - not necessarily homebound.

Toni McKilligan:New immigrants

Tracey Jones-Grant:African Nova Scotians

Meghan Casey:elderly immigrant

Judy Hyland:Seniors

Kelly Brannock:visually impaired

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Lisa Hubbell:Old people in retirement homes

Mindy Schafer:homebound

Eunice Borrelli:incarcerated individuals

Robin Hastings:20 somethings

Mel Lightbody:Hmon

Jeanette Marks:homeless

Izabela Cieszynski:deaf

Shirley Biladeau:digitally unconnected

Sandra Stewart:institutionalized

Amy Martin: mongolian speakers

Bill Manson:vision impaired

Lena Gonzalez Berrios:new immigrants

Sarah Wagner:transportation challenged

Chris Warren:Non-English speakers (especially Korean speakers).

Darla Wegener:Neighborhood in the extreme North of LBC

Veronica Britto:Sheltered families

Amanda Barrera:Refugees

Alyssa Resnick:homebound

Connie Barrington:seniors in outlying communities

Sharon McKellar:Incareated

eizabeth hayes:blind

Mary Jo Berkes:retirement homes

Jesse Roberts:newcomers to Canada

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Nancy sampson:Homebound

Rebecca (Becky) Brewer:elderly

Cory King:Hispanics

Jeremy Jordan:distance from library

Lauren Stuparitz:transient, people in temporary housing, housing insecure, homeless

Pam North:aging

Eric Compean Garcia:Incarcerated

Darlene Bradley:Affluent community that purchases their materials

Tina Tucker:deaf

Pam Rasmussen:latinos

jacqueline murphy:remote rural

Sylvia Garcia:LGBT

Chela Anderson:Chinese speakers

Terry Wingate:The extremely wealthy

Melissa Malcolm:children with parents who won't drive them in and don't have computers at home

Penelope Periconi:the vision and hearing impaired

Wendy Wright:Frail, no diver's licence.

Karen Hopkins:outlying rural areas

Julia Aker:People in the far edges of the county who don't drive.

Erica Beache:poor communities

Wendy Wright:Yes @Melissa!

Jessica Piper:those with no proof of address

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Maureen Elia:homeless

Jessica Piper:or picture ID

Deborah Wright:homeless and low income

Eunice Borrelli:will these answers be summarized for us?

Stanley Strauss:The chat will be part of the archived version and available later today at the same page you used to join the webinar.

Eunice Borrelli:thanks

jacqueline murphy:foreign born persons (Hispanic and others)

Darla Wegener:supporters

Bill Manson:customer

Jeanette Marks:Collaboration

Chris Warren:Participatory.

Connie Barrington:patrons

Cynthia Hegedus:patrons

Shirley Biladeau:engaged

Darla Wegener:patrons

Sandra Stewart:customers

Sylvia Garcia:partners

Jesse Roberts:partnership

Jennifer La Riviere:volunteers

Melonie Frillman:patrons

Mary Cantwell:partner

Jasbir Chahal:customers

Lena Gonzalez Berrios:customers

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Eunice Borrelli:partners

Lisa Hubbell:Users

Izabela Cieszynski:partners

Brian Guenther:library members

Jeanette Marks:Networking,

Sandra Stewart:donors friends

Toni McKilligan:Partners

Kim Tran:stakeholders

Lena Gonzalez Berrios:partners

Lynda Freas:participatory

Natalie Garner:customers, patrons, and users

Judy Hyland:engagement

Beth Lewitzky:collaborators

Darla Wegener:partners

Kathleen Hayes:patrons

Sharon McKellar:conversation

Pam North:friends

Kelly Brannock:computer users

Veronica Britto:patrons

Renita Overton:patrons

Bill Tokarczyk 2:users

Eric Compean Garcia:patrons

Lauren Stuparitz:"engagement"

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Stephanie Beverage:partners

Meghan Casey:members

Chela Anderson:neighbors

Veronica Britto:friends

Paula Fortier:Friends of the Library, Volunteers

Kelly Brannock:researchers

Jenera Burton:Friends

Shirley Biladeau:supporters

Sarah Middlemiss:volunteers

Jeanette Marks:Neighbors

Cathy Billings:regulars

Eric Travis:Customers

Darla Wegener:neighbors

Stephanie Beverage:friends

Melonie Frillman:fol

Darlene Bradley:patrons, councilmembers

Beth Lewitzky:citizens

Betty Waznis:guests

Amanda Nicholson:people just like us

Darla Wegener:friends

Helen Fisher:advocates

Darla Wegener:us

jacqueline murphy:connectors

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Paula Fortier:Library Advisory Board

Veronica Britto:I can see it

Beth Lewitzky:community members

Stanley Strauss:Handouts for today's webinar can be downloaded at: <http://infopeople.org/training/community-led-library-service-development>

Darla Wegener:can this be enlarged?

Stanley Strauss:The quotes are available on the PPT handout.

Elizabeth Kelsen Huber:If anyone would like to know more about the Douglas County Library model please feel free to contact me at [ehuber@dclibraries.org](mailto:ehuber@dclibraries.org). I am on the planning team that lauched our community involvement.

Jeanette Marks:Very innovative concept assisting patrons with recipes for unique food items to them.

Natalie Garner:Yeah, it's constant

Stanley Strauss:It's a way of life.

Lauren Stuparitz:every staff member completes training - i think that is key to realize and implement

Judith Reed:Yes, all this starts at the top

Lauren Stuparitz:and for the organization and management to support staff to have time/resources to do that training

Sara Gillis:Where did you get that photo!!!!

Darla Wegener:Don't agree with the last sentence

Anita Summers:I agree.

Natalie Garner:I don't disagree; our culture says it's a virtue

Veronica Britto:I agree that American culture teaches us that from childhood

Stephanie Beverage:I see a push pull between the me and us ideas

Jeanette Marks:Not hard at all. We ususally exceed the goal.

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Renita Overton:It is a difficult.

Cynthia Hegedus:measuring quantative data often misses the point - we all love candy, but you can't live on it exclusively

Darla Wegener:Stephanie said it well

Jessica Piper:I see the last challenge in effect every time property values are reassessed.

Natalie Garner:Individualism vs. altruism

Anita Summers:The "me" generation.

Natalie Garner:Yep, Jessica

Richard Mott:Americans are more selfish than other cultures?

Lauren Stuparitz:I'm glad it's being brought up though. Whether or not Americans personally feel this is true about themselves, their community, we need to reflect on the statement as it may apply to our society

Richard Mott:Surely there have been studies to examine that question.

Chris Bulin:it comes from our rugged individualist roots. just ask people to pay more taxes to help out others

Penelope Periconi:It can be very hard to get people to donate blood. I run my library's annual community blood drive--so I know all about it!

Nieves Guijarro:we can't hardly hear you

Anita Summers:I think it is especially true when there are less resources to go around. When there is plenty, people are more generous. When resources are scarce, people look out for themselves first.

Mindy Schafer:We heard it repeatedly recently when asking for a millage increase for a new building. Some actually suggested that only those who actually use the library should pay taxes to support it. Imagine that model for police/fire/school services??

Jessica Piper:Minday, I hear all the time, "Why should I pay taxes for schools? I don't have kids in school."

Nieves Guijarro:that's a bit better tnx

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Penelope Periconi:I work part time at a public library on Long Island, NY by the way.

Stephanie Beverage:That comes up here as well - but I am starting to hear it more about Fire

Paula Fortier:How do you define community asset?

Stephanie Beverage:If you want ambulance service, you pay a fee and then you don't have to worry about huge bills.

Jeanette Marks:The people are the community assets and Americans are generous.

Stephanie Beverage:I should have said need ambulance service

Richard Mott:Are you familiar with the PLA strategic planning model? Is this approach different? If so, how?

Kelly Brannock:Aside from these challenges, how do you get staff buy-in when the change in traditional services is dramatic?

Mel Lightbody:Could you be more specific between the relationship between community assets and community led library services?

Mel Lightbody:Sorry, about the relationship between

Natalie Garner:In colonial Philadelphia, the fire department came whether you paid their fee or not. They expected you to pay the fee afterward, though.

Kim Tran:Other than aligning the library's goals with those of the city, how does a system focus on a specific community need without becoming a social service?

Darla Wegener:It tells us what you need, not what we can do for you

Stephanie Beverage:I do think that listening is the challenge - we do tell people what we have and why they should want it.

Darla Wegener:Yes, listening is a challenge

Lauren Stuparitz:when there are so many socially excluded populations and so many factors in a person or community's identity that are connected to exclusion, how do you prioritize what community or type of marginalization to begin working on first?

Daniel Hersh:If you serve a very diverse population, how do you decide which community members to listen to?

Stephanie Beverage:We don't spend a lot of time asking

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Beth Lewitzky:Aren't libraries social services to some extent?

Darla Wegener:Without the social service training

Darla Wegener:Daniel question is good

Beth Lewitzky:Tre, little training exist here.

Paula Fortier:Specifically, how do you gather this information?

Beth Lewitzky:Oops, "True."

Elisabeth Burton:As you've moved your library into this process how have you established collaborative arrangements with other community organizations? Have you encountered territorial issues?

Susan Mann:I wondered where we can find the Working Together Toolkit?

Natalie Garner:We are a social service

Ron Andrews:To me, the obvious question for staff is going to be, where do I find time to do this work? It's one thing to recognize the need, it's another to work with staff to repurpose approachh to this kind of work?

Darla Wegener:Not trained to deal with "social work"

Beth Lewitzky:Isn't public education a social service?

Rebecca (Becky) Brewer:We have someone on almost every committee or board in the community.

Darla Wegener:Yes, Becky a librarian at every table

Stanley Strauss:Susan: the link to the Toolkit is available with the handouts.

Wendy Wright:Would an education including social studies be useful for library directors?

Jessica Piper:Unfortunately, I think boards and comittees are often out of touch with the community.

Kelly Brannock:Sounds like embedded librarianship, embedded where really needed.

Pam Miller:Our library needs more space & we must go to an advisory referendum to do so. Wouldn't community led library service have an adverse effect on our prospects?

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Eunice Borrelli:It's critical for the library to participate in the community. develop relationships with fellow community partners.

Susan Mann:I found it via google...

Lauren Stuparitz:I'm interested in Elisabeth's question. We've encountered that.

Elisabeth Burton:I think what Becky says is a key to the library's engaging with its community.

Melanie Blau McDonald:[http://www.librariesincommunities.ca/resources/Community-Led\\_Libraries\\_Toolkit.pdf](http://www.librariesincommunities.ca/resources/Community-Led_Libraries_Toolkit.pdf)

Rebecca (Becky) Brewer:We also have a community service council which we attend. We hear what a non-profit does, each time we meet, plus we round robin on what each is doing currently.

Darla Wegener:How do we start when our plates are so full?

Veronica Britto:My slides are not moving. Is that okay?

Stanley Strauss:Veronica: yes, the slide is stable at the moment.

Veronica Britto:Thanks.

Kelly Brannock:Sounds like starting small with library staff is helpful.

Renita Overton:As an American, how do you get the community to become unified when it comes to library usage, needs, and wants to be able to provide the service. Do you have a group of people who have an interest in the services provided.

Beth Lewitzky:Overcoming the supremacy of the individual, the "me," seems a herculean task in the US at this time. How to change values?

Eunice Borrelli:Engage staff by speaking to their interests and skills and finding out what their passions are as they relate to the community.

Elizabeth Kelsen Huber:When I embed my staff I try to connect them to an organization/group that might tie into an interest or strength they have

Jane Markowitz:You have mentioned the requirement for extensive staff training. What kinds of training do you recommend?

Penelope Periconi:It's so true Beth.. Sad but true.

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Darla Wegener:How to prevent over extension of staff when you start a project like this?

Kelly Brannock:In the US context, could firmly aligning with marginalized community members have an impact on library support from a funding point of view?

Elizabeth Kelsen Huber:At Douglas County we identify organizations where our mission and vision are closely tied to theirs, our priority is to help them achieve their goals

Kelly Brannock:What are some best practices when it comes to working with non-traditional community partners & organizations?

Kelly Brannock:\*non-traditional\* in the sense that we don't typically work with them.

Beth Lewitzky:Is it possible to sneak some of this in on a small, under the radar way, and actually affect broader change? Even a small scale effort would be helpful I think.

Linda Jolivet:I think it helps to have staff who are very aligned and invested in segments of the community.

Jay Mann:during a formal community analysis what do you consider the most critical questions to ask

Rebecca (Becky) Brewer:Jessica, we are there to connect the boards and committees to one another and to the people. We have to stand for what we know is true about our communities and the coming future.

Jay Mann:or is it more about listening

Connie Barrington:I certainly would like to know more about what I can start listening for, and discussing, as I am out in the community and going to other organizations.

Kim Tran:When literacy rates are low and directly affecting the community through unemployment and crime, we as a library hasnt even made a dent in that challenge. How then, can the library provide social services referrals or assistance for the homeless? That's what I was sepaking about regarding priorities.

Rebecca (Becky) Brewer:We listen for needs that the library can fill, or that we know others can fill, and put them together, making connections.

Stanley Strauss:We will provide a link to a survey after the webinar that includes your thoughts on additional webinars or online courses. Please take time to complete it.

Jeanette Marks:But the PTA and Methodist church are the community. So, are you saying to approach people individually?

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Lisa Hubbell:PTA and Methodist Church are likely to be more socially included than some other groups. This would mean working with groups that are less socially included.

Rebecca (Becky) Brewer:But also, the Methodist Church here is trying to help feed hungry people, so we need to listen to them, as they know what the hungry group is saying.

Jeanette Marks:There are people who have very minimal social connections, which may include their church.

Linda Jolivet:I would like to see more "integration" of library staff and communities they serve. We should get out more and visit the senior centers, attend some church services in neighborhoods we don't live in, go into the schools beyond talking about Summer Reading Programs.

Stanley Strauss:The archive for today's webinar will be available later today at: <http://infopeople.org/training/community-led-library-service-developmentand> will include this chat.

Rebecca (Becky) Brewer:Take programs out there, or ask them in. For instance, ask the rural extension homemakers to come in and learn how to Facebook together. Then survey them as to what they need in library programs, etc.

Tracey Jones-Grant:Sometimes by taking a program out to the community they get the impression that this is something we are offering them. Often, having worked using Community led service model, it is best to go empty handed and let the community say what they are looking for

Natalie Garner:Thank you!

Eunice Borrelli:Learn the lingo/jargon of the groups you want to connect with. Working with the unemployed means you learn about one-stop offices, benefits; working with refugees means you know about legal constraints, for example.

Darla Wegener:Thanks, meeting to go to.

Tracey Jones-Grant:Thanks Francisca!

Wendy Wright:Thank you!

Rebecca (Becky) Brewer:Thank you.

Chris Bulin:thank you!

Carmella Lee:Thank you

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Kelly Brannock:Thank you - lots of food for thought!

Eric Compean Garcia:Thank you

Carol Chapman:Thanks Francisca

Renita Overton:Thank you Francisca.

Infopeople Project:[https://survey.qualtrics.com/SE/?SID=SV\\_cOzqZawGP1aAUFD](https://survey.qualtrics.com/SE/?SID=SV_cOzqZawGP1aAUFD)

Jennifer Senger:Thank you so much! Very interesting.

Mojgan Schmalenberg:Thank you. Very informative

Maura Lynch:This was great!

Melanie Blau McDonald:Thanks Francisca!

Judith Reed:Thanks-very interesting

Jeanette Marks:Thank you. Much to mull over.

Eunice Borrelli:excellent!

Nieves Guijarro:thank you

Lauren Stuparitz:Very thoughtful presentation and I appreciated Francisca's questions for us early on that were very provocative.

Penelope Periconi:Thanks for a great presentation!

Kim Tran:I'd like to see further discussion on this topic

Mary Cantwell:Much to think about. Thank you.