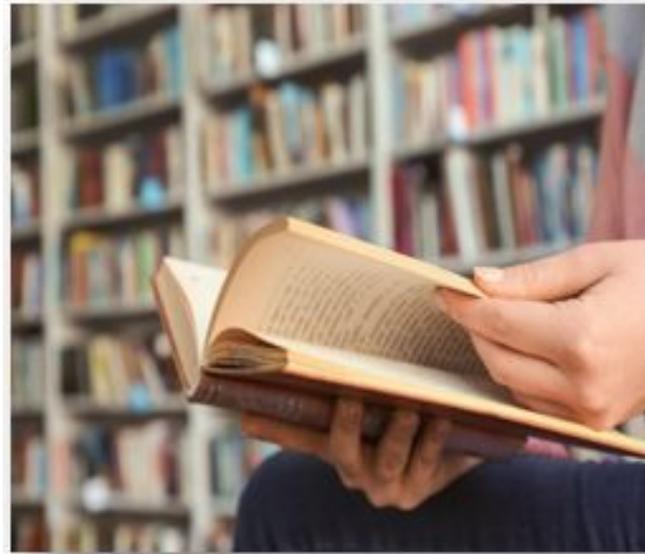# Workshop #4

Community Voices: Partnering for Accessibility and Inclusion in Library Planning

Welcome!

Introductions

Learning Objectives

1. **Understand** why it is essential for libraries to partner with the community.
2. **Develop** a basic understanding of the community needs assessment and data collection.
3. **Apply** what you have learned to your library.
4. **Identify** strategies for collaborating with other libraries and organizations in your community to better support users with disabilities.

Agenda

Foundations

- What is Library Outreach?
- Barriers to Library Access
- Common Successes and Barriers to Outreach
- Planning a Community Needs Assessment
- Activity #1
- Community Partners
- Relationship Building

Agenda - Continued

How to Analyze your Impact

- Activity #2
- Collecting the Data
- Analyzing the Data
- Activity #3
- Evaluating your Outreach Effort
- Activity #4
- Recap
- Closing

FOUNDATIONS

What is Library Outreach?

Discussion #1

What do you think of when you hear the term Library Outreach?

Library Outreach Definitions

Fanwood Memorial Library
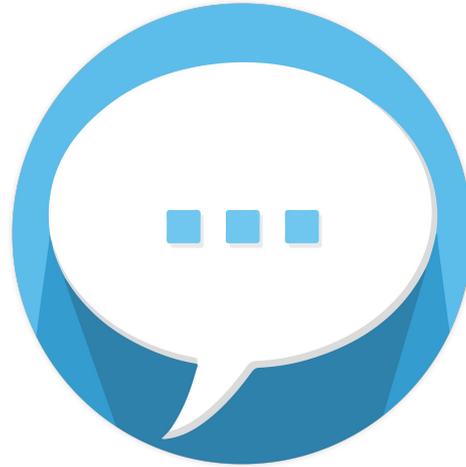
The Monica Reiss Autism Resources Collection

- Raise awareness of Autism
- Provides library staff training
- Employees people with disabilities

Taubman Health Sciences Library

University of Michigan

- Investing Ability
  - Series of events about different topics related to disability.
  - Hosts every year.

Discussion #2

1. In what ways does your library reach out to the community with events for patrons with disabilities?
2. If your library does not currently have an established outreach program, what kinds of events or programs might you want to see implemented?

Project ENABLE - Challenge Video (#1)

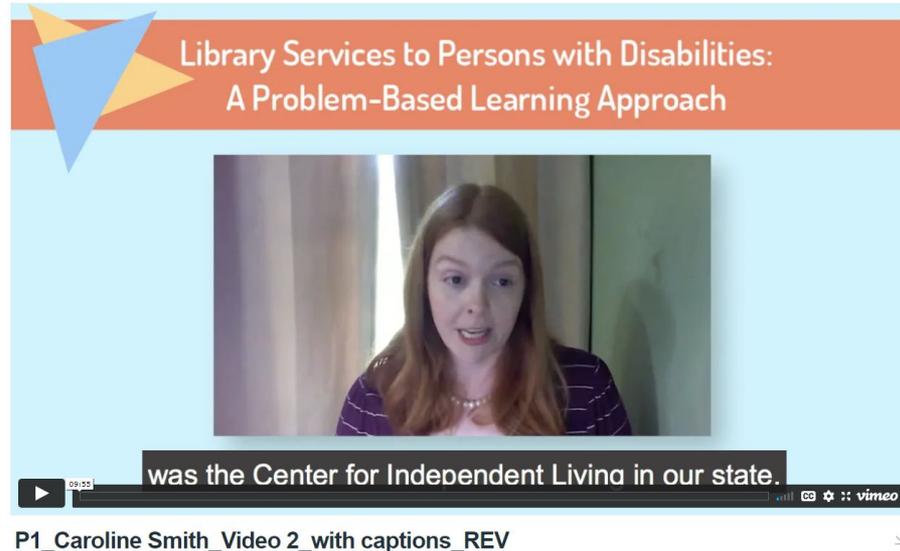Video: "The Challenge - Caroline Smith - Inclusive Outreach" (2:48)

Link to Challenge Video

Discussion (#3)

What would you do to solve this problem?

Project ENABLE - Solutions Video (#1)

P1_Caroline Smith_Video 2_with captions_REV

Video: "A Solution - Caroline Smith - Inclusive Outreach" (9:54)

Link to Solutions Video

Barriers to Library Access

Quote From Annette DeFaveri

"For every person who finds the library safe and pleasant, there is another person who feels uncomfortable and unwelcome. … We librarians constantly strive to make our libraries an inclusive and welcoming place to all, but we are not always successful. There may be systemic barriers and elements of library policy that may prevent individuals or groups in our community from having full access to our library or from feeling safe and welcome at our library."

Discussion (#4)

1. What do you think of this quote? Do you think that it is true of your library system?
2. Can you think of some examples that might be barriers to access in your library?

Library Fines

OVERDUE!

$$$$

Discussion (#5)

1. What is your library's policy on fines?

2. Are there any alternatives you can think of?

Backpacks

40% of people who are homeless have a disability, according to *Disability Scoop*.

Discussion (#6)

What is your library's backpack policy?

Project ENABLE - Challenge Video (#2)

Library Services to Persons with Disabilities:
A Problem-Based Learning Approach

Charlotte Moman
Retired Assistant Director

Jackson Hinds
Library System
Jackson, MS

P4_Charlotte_Moman_video1_withCC

Video: The Challenge - Charlotte Moman - Lack of Training" (3:49)
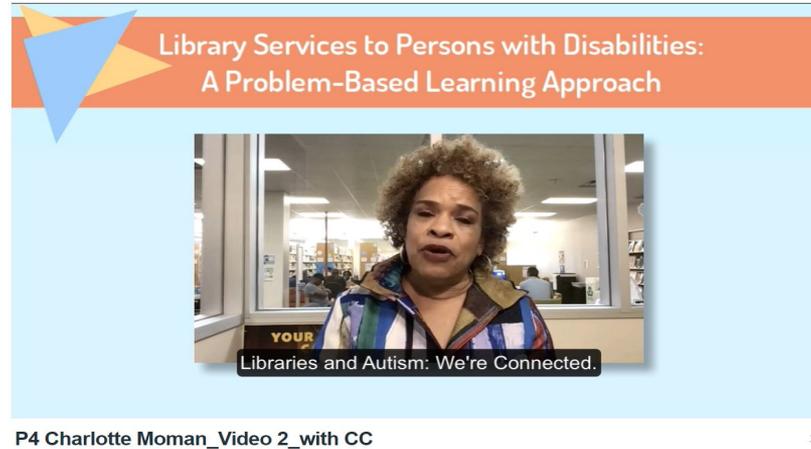
Link to Challenge Video

Discussion (#7)

What would you do to solve this problem?

Project ENABLE - Solutions Video (#2)

Video: A Solution - Charlotte Moman - Lack of Training" (8:36)

Link to Solutions Video

Common Successes
and
Barriers to Outreach

Long-Term Goals

- Building trust is key.
- You want to work *with* an organization, not just *for* your library.

Discussion (#8)

Write down what could be (or is) a long-term goal for working with a partner.

Co-Planning

- Trust
- Respect
- Confidence

Impact

- Attendance
- Enthusiasm
- Good reviews

Discussion (#9)

What are some ways patrons with disabilities might show interest in such a program?

What to Avoid During Library Outreach Programs

1. Lack of staff buy-in.

2. Similar project already in affect in your community.

3. Language Barrier (no ASL interpreters or closed caption for videos).

Project ENABLE - Challenge Video (#3)

Video: The Challenge - Tina Dolcetti - Low Cost UDL Sources" (2:36)

Link to Challenge Video

Discussion (#10)

What would you do to solve this problem?

Project ENABLE - Solutions Video (#3)

Video: A Solution - Tina Dolcetti - Low Cost UDL Sources" (6:02)

Link to Solutions Video

Planning a Community Needs Assessment

Discussion (#12)

What could happen if you plan a new program without input from the community of potential participants?

Questions to Answer Before Creating a Survey - Part 1

1. What are your reasons for choosing to do this survey?
2. What are your goals in doing this survey?
3. Are you ready to conduct this survey?
4. How much time do you have to plan and conduct the survey, from start to finish?

Questions to Answer Before Creating a Survey - Part 2

5. How many people are going to be asked to participate?
6. What kinds of people will be asked to participate?
7. Are there any local disability organizations that might co-sponsor or provide input for your survey?
8. Are there any local disability advocates who might provide you with feedback on your survey before implementing it?

Discussion (#13)

What else can you think of to be investigated or planned before conducting a community needs assessment survey?

Survey Questions - Part 1

1. Do you have a current library card?

2. How often do you use/go to the library?

3. Why do you use the library?

4. What materials do you think should be emphasized at your library?

5. Of the following assistive technologies at the library, which have you used?

Survey Questions - Part 2

6. Are there any assistive technologies that you think your library should have?
7. What services have you used at your library?
8. What events have you gone to at your library?
9. What services would you like to see at your library?
10. What events would you like to see at your library?

Discussion (#13)

1. Take a few minutes and brainstorm 3-5 more questions to ask on a survey.
2. What did you come up with?

Community OIOCs

OIOCs: Overarching Institutions, Organizations, and Communities.

Local examples:

- Disability education teachers
- Mental health departments
- Homeless shelter
- Veteran's program
- Disability services organizations
- School district leaders
- Senior citizens group

Discussion (#14)

1. Take a couple of minutes and list a few examples of OIOCs for your library.
2. What are some of your examples?

Community Stakeholders

1. Primary Stakeholders: Primary stakeholders are directly impacted by the actions you take.

2. Secondary Stakeholders: Secondary stakeholders are indirectly affected by the actions you take.

3. Key Stakeholders: Key stakeholders are directly involved in the action itself, an action that could not be possible without participation from those stakeholders.

Discussion (#15)

Identify 2-3 stakeholders from each category for your library.

Activity #1

1. Break into groups of about 5-7 people.
2. Everyone will be assigned a particular role to play.
    a. A Community Services Librarian.
    b. A Library Director.
    c. A Library Aide.
    d. 1-2 representatives from relevant community disabilities organizations (e.g., group serving the blind, autism support group, wounded veterans group).
3. The instructor will handout Activity Worksheet #1 which will explain more.
4. Regroup after 20 minutes and have a presenter ready to discuss what happened in the role play.

Role play Debriefing

1. What do you think was the most important outcome of this roleplay?

2. In your role-play session, what, if anything, should have been asked or included that wasn't?

3. What did you learn from this activity?

Community Partners

National Disability Organizations

1. ADA National Network.
2. American Association of People with Disabilities.
3. National Organization on Disability.
4. Different & Able.
5. National Center for Learning Disabilities.
6. Alzheimer's Association.
7. Cerebral Palsy Group.
8. Epilepsy Foundation.
9. Tourette Association of America.
10. Targeting Autism.

Local Disability Organization Examples

1. Disability education teachers.

2. School for people with disabilities.

3. Mental health centers.

4. Homeless Shelters.

5. Veterans Program.

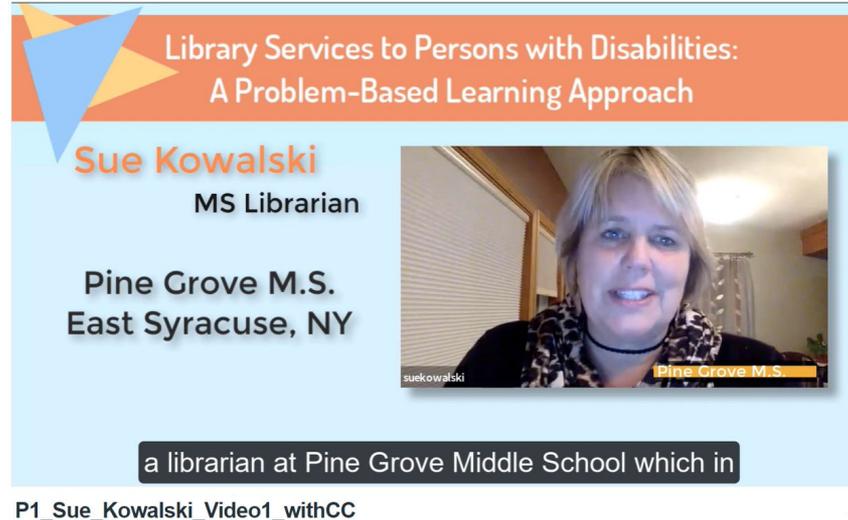6. Disability Services.

7. Social Services.

Disability Awareness Training

1. Project ENABLE.

2. Libraries and Autism: We're Connected.

3. Project PALS (Panhandle Autism Library Service).

4. SNAILS (Special Needs and Inclusive Library Services).

Questions to Answer Before you Start

1. What are the disability organizations in your community?

2. Who are the individuals with disabilities in your community that you can partner with?

3. Who are the organization/individual and their goals/mission/vision?

4. What objective/goal your library wants out of the partnership (outcomes)?

5. Describe potential barriers to creating a partnership?

6. What financial resources (if any) can you allocate to this?

7. Who on your library staff will be working on this outreach program?

Project ENABLE - Challenge Video (#4)

P1_Sue_Kowalski_Video1_withCC

Video: The Challenge - Sue Kowalski - Giving a Voice" (2:54)

Link to Challenge Video

Discussion (#16)

What would you do to solve this problem?

Project ENABLE - Solutions Video (#4)
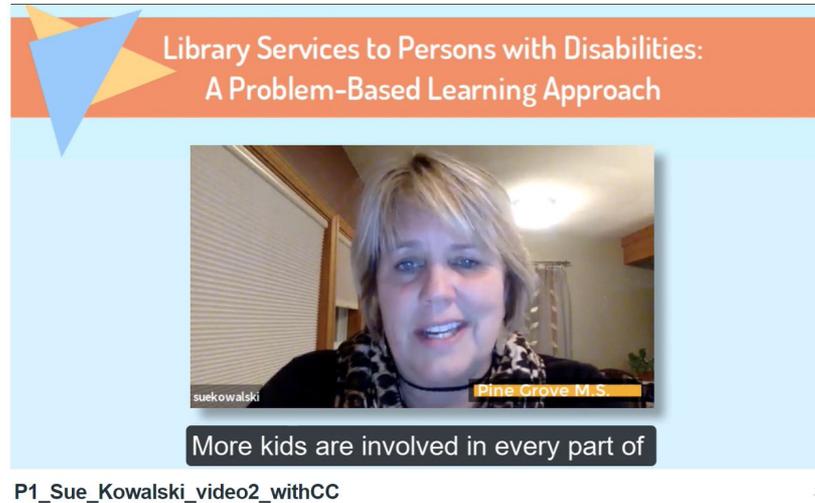
Video: A Solution - Sue Kowalski - Giving a Voice" (8:22)

[Link to Solutions Video](#)

Relationship Building

Relationship Building Tips

● Be transparent.

● Always ask if a partner prefers Person-first or Identity-first language.

● Ask open-minded and neutral questions.

● Set up limits and boundaries.

Examples of Relationship Building Part 1

1. <u>Confidence</u> - Your confidence will build as you get to know your partner better.

2. <u>Self-Awareness</u> - Think before you speak. Ask yourself, "is this insensitive?" "Will this hurt someone?"

3. <u>Listening</u> - Acknowledge that your partner's experience with the library is different from your own. Listen to their comments and don't invalidate their lived experiences. Try to understand where their words are coming from.

Examples of Relationship Building Part 2

4. <u>Cultural Humility</u> - Acknowledge that you are still learning and will make mistakes.

5. <u>Be Proactive</u> - Be sure to be actively involved in the relationship.

6. <u>Community Interest</u> - People may not be immediately interested in partnering with you, that's okay.

Examples of Relationship Building Part 3

7. Library Experience - Listen to what your partner says about their library experiences and make an effort to change.

8. Trust and Respect - By continually developing a relationship over time and showing tangible results, you can build trust and respect between your library and partner. Remember, it takes time.

Break

HOW TO ANALYZE IMPACT

Activity #2

1. Break into the same groups as activity #1.
2. Those who had roles before will continue in them.
   a. A Community Services Librarian.
   b. A Library Director.
   c. A Library Aide.
   d. 1-2 representatives from relevant community disabilities organizations (e.g., group serving the blind, autism support group, wounded veterans group).
3. The instructor will handout Activity Worksheet #2 which will explain more.
4. Regroup after 20 minutes and have a presenter ready to discuss what happened in the role play.

Role Play Debriefing

1. What do you think was the most important outcome of this roleplay?

2. What are some things you observed about each of the players?

3. What, if anything, should have been asked or included that wasn't?

4. What did you learn from this activity?

Collecting the Data

Survey Distribution Methods

1. <u>At the library</u> - Easy to collect and free.
2. <u>Online</u> - Surveys can be distributed by email and take place on survey websites like SurveyMonkey.
3. <u>Mailed</u> - Print out and sent to representatives of your stakeholder groups. More costly due to paper, envelopes, and stamps.
4. <u>Telephone</u> - Can reach more people but can be very time-consuming, and there is always a risk of the recipient not answering or is busy.
5. <u>In-person/face-to-face</u>. This is highly time-consuming, but it might be the most productive if your library is in a relatively small community.

Discussion #17
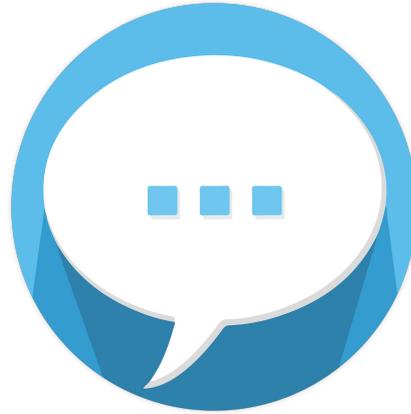
1. Has your library ever distributed a community survey before? Please share with the group.
2. Who was the target audience?
3. What went as planned and what was challenging?

Survey Creation Tips - Part 1

1. Use short questions when possible.

2. Avoid leading questions and ambiguous questions.

3. Use clear instructions for the user.

4. Use either Calibri or Arial for the font, size twelve.

5. Use double space so that the survey is readable.

Survey Creation Tips - Part 2

6. Use black and white, no color.

7.   Don't use "double-barreled" questions.

8. Avoid asking patrons to rank questions.

9. Include some open-ended questions.

10. Include page numbers.

11. Include a closing statement thanking the patron for their time.

12. Also include the library's contact information.

Other Data Collection Methods

1. Interviews - Usually one-on-one. A casual conversation between the librarian and patron with disabilities. You can have these in person or via a method like Zoom or Skype. Be sure to have your questions written down beforehand.

2. Focus Groups - A casual conversation between the librarian and 4-5 patrons with disabilities.

3. Observations - The librarian observes the patron with a disability in the library.

Survey Protocol

- Pilot testing.

- Participants must volunteer for the survey.

    - Get verbal and written confirmation of participation.

- Use coding or pseudonyms for participant's annonominity.

- If a person doesn't want to participate, that's okay. Don't force it.

Discussion #18

1. Have you ever participated in one of the listed methods (Survey, Interview, focus groups, or observation) of data collection?

2. How was your experience?

3. What changes would you make to the process?

Analyzing the Data

Questions for Analyzing Data

1. What do we want to do with the information collected?

2. For whom is this information intended?

3. Do any common trends appear?

4. What is working (and what isn't)?

Visualizing your Data

1. <u>Bar Charts</u> - Number values are represented by either height or length in a graph.
2. <u>Data Points</u> - Single measurement in a set of numbers.
3. <u>Pareto Chart</u> - Bar chart where the bars are sorted by size order with the highest bar on the left of the graph.
4. <u>Pie Chart</u> - Way of showing shares.
5. <u>Radar Chart</u> - Demonstrates the size among gaps.
6. <u>Run Chart</u> - Displays variation of data over time.
7. <u>Scatter Chart</u> - Show the influence one variable has on the data set as a whole.

Discussion #19

1. Which tools have you used before?
2. What ones do you think would be best for your library's community needs assessment?

Activity #3

1. Break into small (3-5 people) discussion groups.

2. Complete activity worksheet #3. It contains a description of the situation and the information needed by the librarian (who is leading the meeting).

3. Regroup after 20 minutes and have a presenter ready to share your work with the group.

Evaluating you Outreach Effort

Qualitative and Quantitative

Quantitative Measurements: (typically numerical) collect data that can be measured.

Qualitative Measurements: (typically stated verbally) collect the experience of a person .

Discussion #20

Qualitative measurements are also known as anecdotal evidence. Tell us of an experience you had where a patron gave you their experience of an event at the library. It can be a positive or negative experience.

Methods of Collecting Impact Data

1. Observation

2. Focus Groups

3. Interviews

4. Questionnaire

Activity #4

1. Break into small (4-5 person) discussion groups.

2. Create a 5 question survey based on the scenario given on your Activity Worksheet #4.

3. Regroup after 10 minutes and have a presenter ready to share your work with the group.

Recap

1. Library outreach takes time and effort in order to have lasting effects on your library and community.
2. There are multiple barriers that would prevent someone from feeling unwelcome at the library. It is our job to remove them.
3. You need to consider what might prevent you from conducting outreach before planning.
4. It is essential to conduct a community needs assessment first.
5. Partner with your local community organizations.
6. Building relationships with your local community organizations takes time and effort.
7. There are multiple ways to collect the data you need for your community needs assessment.
8. To analyze data is an essential way to provide evidence that there is a need in your community for your program or service.
9. Evaluation of outreach programs and services essential to demonstrate the impact of your program and to get funding.

Closing

1. Complete the workshop evaluation.

2. Submit it to the instructor.

3. Take what you have learned and apply at least one new idea to your library.

4. Enjoy your day!

Thank you!