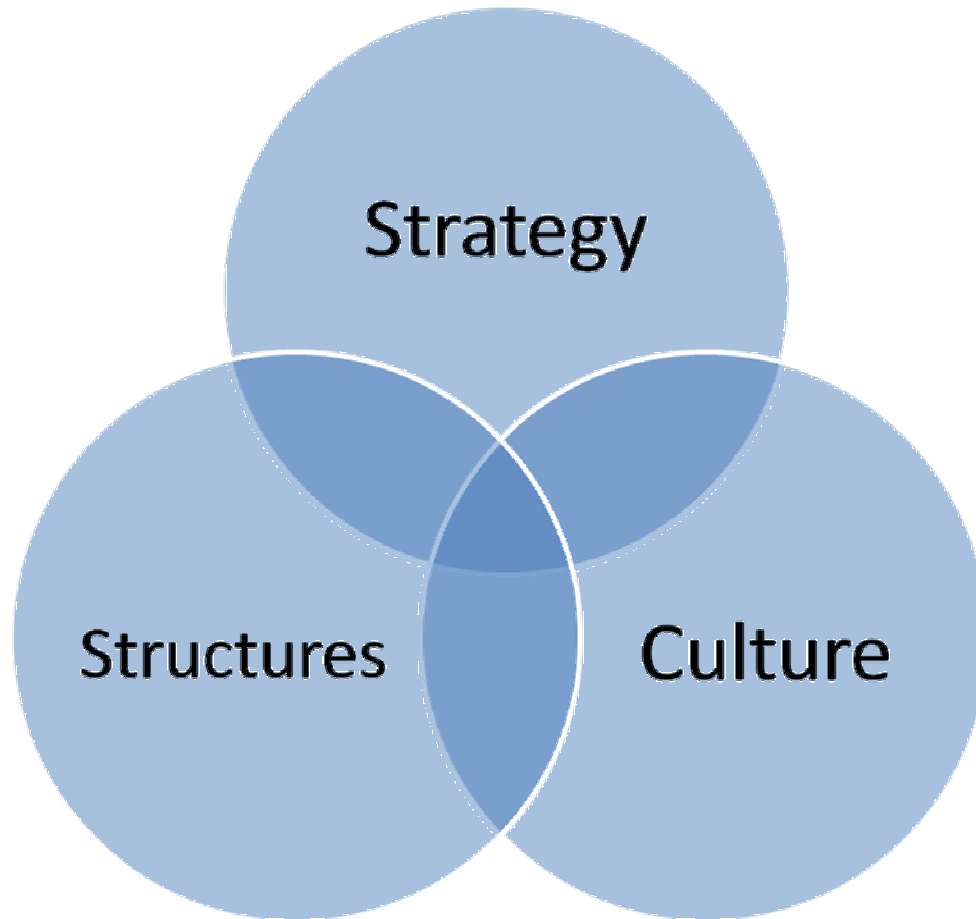


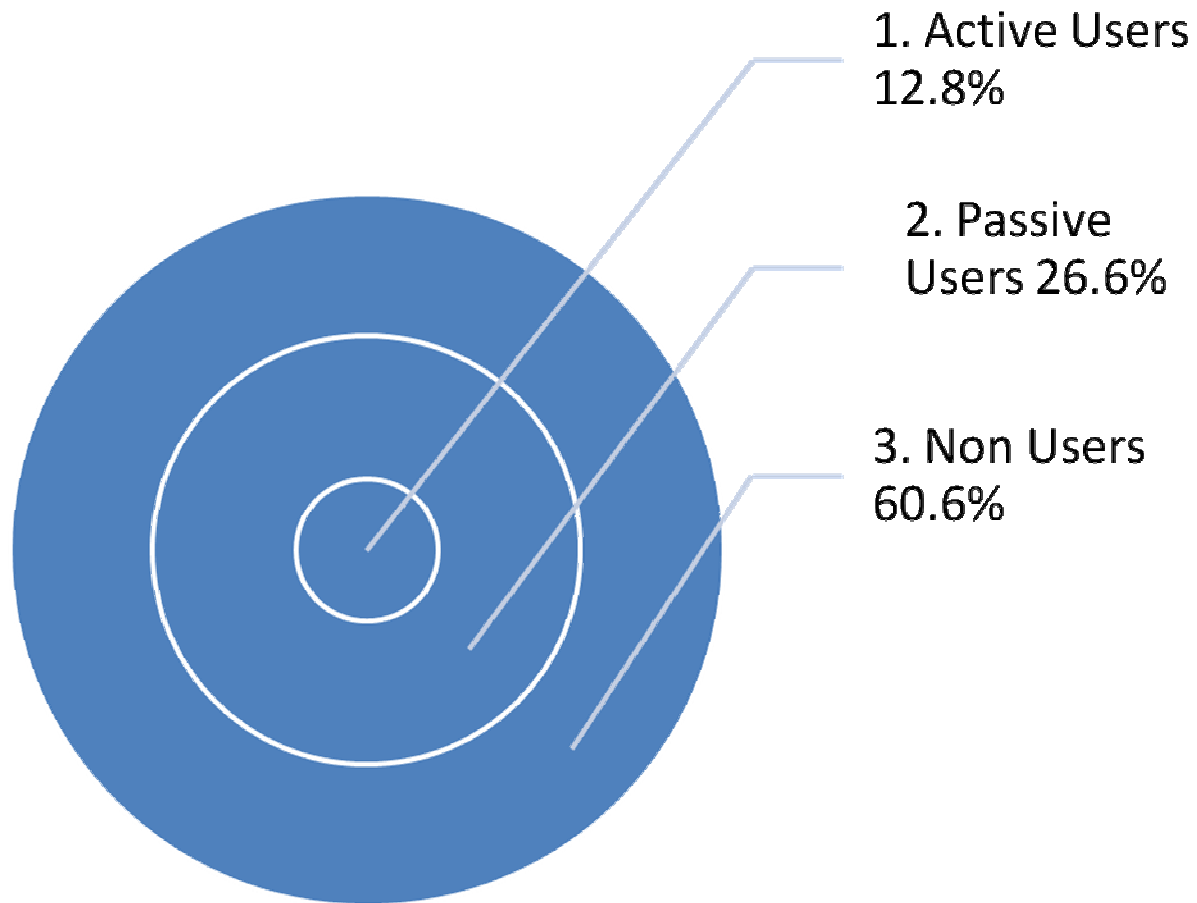
Public Libraries and Social Justice

Developing Needs-Based and
Community-Led Library Services

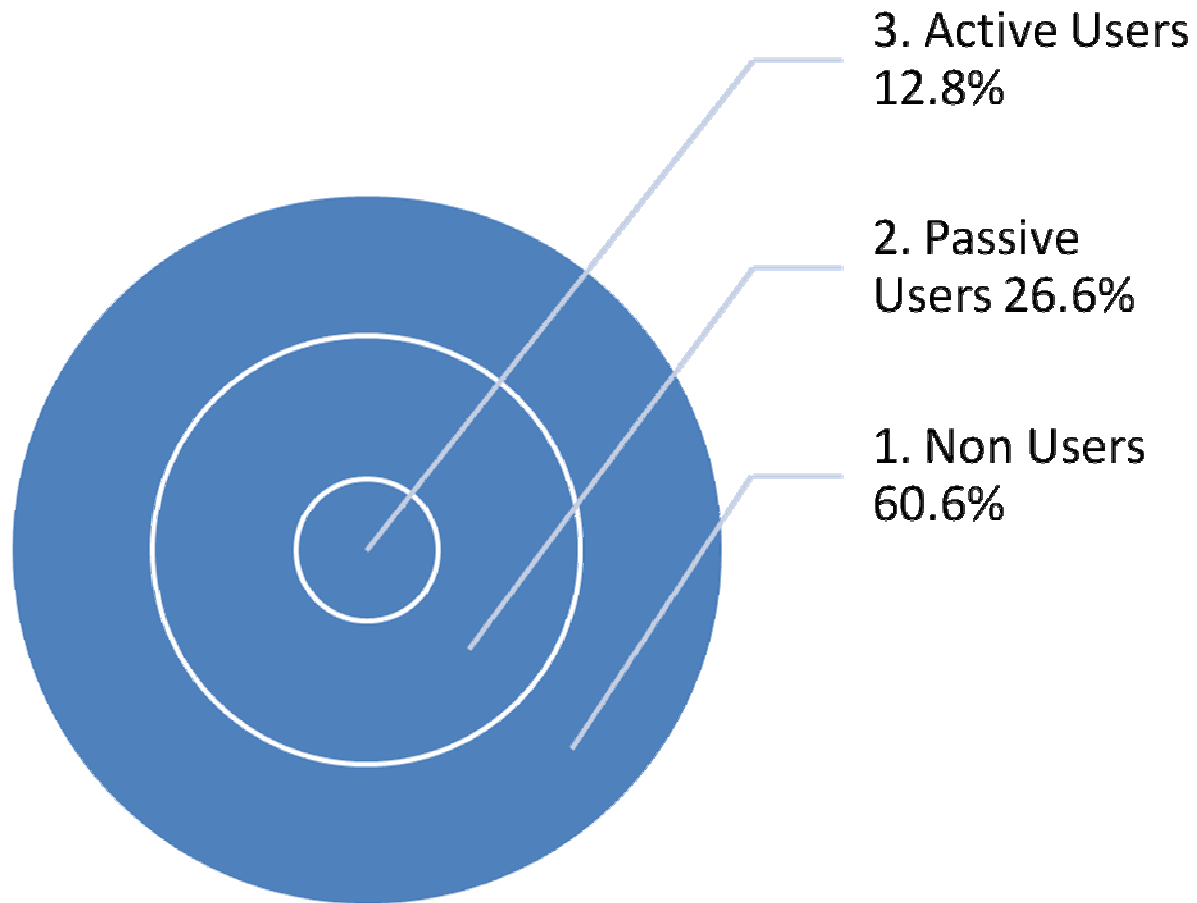
Strategy, Structure, Culture



Conventional Library Service



Needs Based Library Service



Traditional Service Planning

Community Assessment	Needs Identification	Service Planning	Delivery	Evaluation
Staff review <ul style="list-style-type: none"> ▪ Demographic data ▪ Library use statistics ▪ Comment Cards ▪ Community survey results 	Staff identify service gaps or under-served communities	Staff review literature Staff consult with other staff and service providers Staff develop service response	Staff deliver service: develop the collection, hold the programme, design facilities.	Staff review various inputs: <ul style="list-style-type: none"> ▪ Feedback forms ▪ Programme attendance ▪ Collection use ▪ Library card enrolment ▪ other statistics

Community Led Service Planning

Community Assessment	Needs Identification	Service Planning	Delivery	Evaluation
<p>Staff review all of the traditional measures and:</p> <p>Staff spend time in community developing relationships with local people</p> <p>Staff hear from community about what is important to them.</p>	<p>Staff discuss with community and hear from them 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 and staff work together to deliver the service:</p> <p>Community involved in selecting materials</p> <p>Community active in hosting the programme</p> <p>Community work with the library to develop policy recommendations.</p>	<p>Community and staff discuss:</p> <p>How did the process work?</p> <p>Did the service/policy, etc. actually address the need?</p> <p>What could have been done differently?</p>

Outreach / Community Development

OUTREACH	COMMUNITY DEVELOPMENT
Goes out into the community to deliver a service or programme (story time at school, display at community centre).	Begins with relationship building.
Tells audience what the library has to offer, but rarely seeks opinions of participants and what they might like the library to offer.	Identifies and assists in articulating individual or community needs.
	<ul style="list-style-type: none">- Identifies and provides services that meet those needs.- Investigates ways to work collaboratively to meet needs.- Identifies gaps in services and policy.

The Big Society

PASSIVE	REACTIVE	PARTICIPATIV	EMPOWERMENT	LEADERSHIP
Local residents and organizations are informed of issues by external organizations.	Local residents and organizations provide input into the priorities and resource use of external organizations.	Local residents and organizations influence the priorities and resources of external organizations.	Local residents and organizations work in shared planning and action with external organizations.	Local residents and organizations initiate and lead, with external support, on issues.

The Big Opportunity

- Shifting power and resources from institutions and bureaucracies to local people and communities
- Creating models of co-operation and co-production

The Big Con

- Shifting power and resources from democratic and accountable local government to big business and private companies
- A smokescreen for public sector cuts
- The deficit is real but should be paid for by those who created the problem.

www.thepeoplescharter.org

- Target the £120 billion of unpaid, evaded and avoided tax by the super-rich
- Close corporate tax loopholes and tax havens, saving up to a further £70 billion per year
- Take the leading companies of the banking, insurance and mortgage industries & their £90 billion of profits and bonuses fully into democratic public ownership to be run for the benefit of all

Contact and References

- John Pateman, Information For Social Change, www.libr.org/isc
- John Pateman & John Vincent (2010) *Public Libraries and Social Justice*, Ashgate
- *Community-Led Service Philosophy Toolkit* (2010) Edmonton Public Library