

# **Libraries that work for all: Expanding Community Services**



SAINT PAUL  
PUBLIC LIBRARY



In partnership with communities, build a systemwide foundation for services to culturally and linguistically diverse communities.

Expand the library experience beyond our buildings to reach all of Saint Paul.

# Context

The Saint Paul Public Library recognizes that there are communities that have been marginalized due to structures and systems of power that create barriers to equal access, participation, and utilization of library services. It is with this understanding that we are intentional about expanding our community services to support all those who may benefit.



# History

- 2010: Grant-funded, contracted positions + project manager for computer classes in community and library buildings
- 2013: 2 FTE reworked in library general fund to support community services creation
- Various grants added/subtracted



# History

- 2018: new strategic direction and recognition of important role liaisons and community services department plays in equitable library service.
- Grant funds to increase Somali and Latinx liaison positions

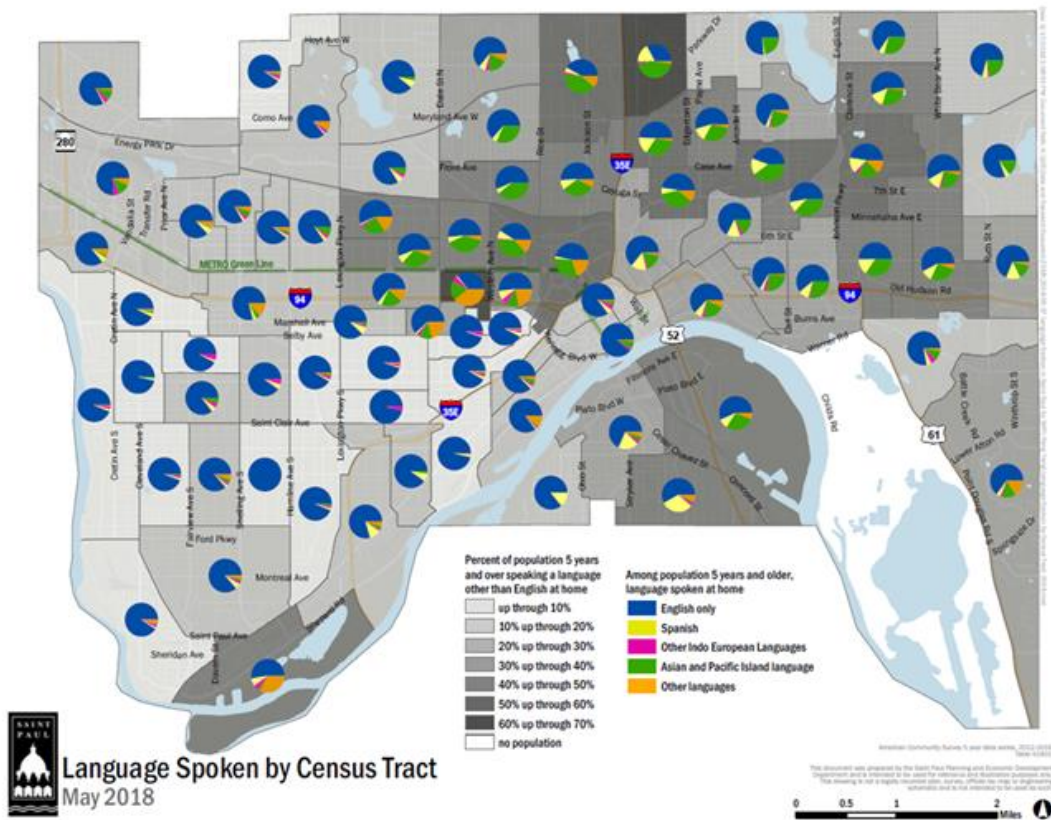


# 2019 staffing

1 FTE Community Services Coordinator +  
1.2 FTE general operating support  
1.2 FTE one-year State grant (LSTA)  
.1 supported by Friends donor

3.5 FTE serving 7 communities





# 2018 (2 FTE total)



- Computer classes in 5 languages (Hmong, Karen, Oromo, Somali, Spanish)
- 110 classes, 1457 visits
- Storytimes in 7 languages other than English (Amharic, Mandarin, Hmong, Karen, Oromo, Somali, Spanish)
- 348 storytimes, 5286 visits
- 52 outreach and engagement visits



# New energy and vision



- Addressing access and use/participation
- Providing culturally-responsive services and supports
- Co-creating programs and services with community members
- Community engagement and conversations
- Laundromat outreach and engagement

# Build on past successes



- Equitable books project: original works published in Karen; works published in Amharic and Oromo
- Karen liaisons' deep and inspiring work with their community

# 2019 ... so far

## Spanish-speaking liaison:

- 30+ outreach and engagement visits
- Increased computer class participation 3x over 2018 in one quarter
- Referred 6 ongoing cases to the library social worker.

## Somali liaison:

- Created 2 new programs

## Together, new liaisons have:

- Led 5 community conversations
- Answered 25 reference questions in Somali and Spanish over a 4-day tracking period

# Evaluating Impact

- With Wilder Research, developing logic model for liaison and community work
- Evaluation plan
- Share model with other libraries and communities (September 2019 presentation for State Library Services)

# Hindi Abdi

Bio- Raised in St. Paul, frequent visitor of Rondo Library Homework Center. Volunteered during college in Homework Center.

What I assumed- Storytimes, work with parents on children's needs and help translate.

# Programs

Teen Takeoff  
Conversation Circles  
Family Learning  
Storytimes



# Adriana Galvan

- Team inside the library: both liaisons and agency staff
- Roaming approach: flexibility, one-on-one conversations
- Stories: Norma and Isaias

# Opportunities

A large, stylized graphic of an open book is positioned on the right side of the slide. The book is rendered in a light pink color, matching the background. The top of the book is open, revealing a fan-like structure with several pointed segments. The book's spine is visible in the center, and the pages are slightly curved, giving it a three-dimensional appearance.

- Changing way library works
- Small business questions from Spanish and Karen speakers
- Laundromats: Wash n Learn
- Need to better serve African-American and Indigenous communities