

# Library Programming Toolkit

Presentation  
Friday, May 29, 2020



**CULC/CBUC Toolkit**  
on Recovery & Reimagined  
Public Library Services Post COVID-19



Canadian Urban Libraries Council  
Conseil des Bibliothèques Urbaines du Canada

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# Background

The Toolkit is not a document where you will find all the answers, as the science and practice of COVID-19 response is changing, and the “right answer” might look different from one jurisdiction to another, and from one space to another.

## Goals:

- Practical, timely and accessible
- Be relevant to the widest possible audience of Canadian public libraries
- Ask the right questions and consider all issues
- Share innovative responses



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# Toolkit Overview

- Programming Recovery Plans and Redesigned Service Delivery
- We included questions to consider for internal and external programs
- We believe in the resilience of Public Libraries, staff and customers
- This is not a quick pivot, it will be a phased approach that is responsive to the community and health and wellness of all stakeholders including:
  - Key Considerations
  - Best & Leading Practices
  - Stories from the Field
  - Additional Resources

**Disclaimer:** Use of this toolkit must consider a library's governance context whether provincial, territorial, regional, or municipal, and reflect the needs of the community the library serves. Nothing in this document constitutes legal advice. All information that is not the copyrighted material of another party may be adapted and shared for non-commercial purposes; attribution to CULC/CBUC appreciated.



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# Key Considerations

- Planning
- Communications
- Physical Distancing Measures
- Safety Precautions
- Staff Support
- Community Support
- Operations



# Key Considerations: Planning

- Identify priority audiences and programs
- Identify community needs in a pandemic and create or adapt programs to address them
- Balance program approaches – digital, in-person, outreach
- Allocate resources for greatest impact
- Take a flexible, staged approach
- Revise policies & procedures to support new models



# Key Considerations: Communications



- Communicate new expectations for program participation
- Outline safety measures being taken
- Anticipate & prepare responses to issues that may arise
- Develop strategies to reach diverse community members, including those who are not online
- Identify ways to re-engage library users & reach out to new audiences

# Key Considerations: Physical Distancing Measures



- Evaluate library program spaces for physical distancing
- Explore opportunities for outdoor or open area programs
- Determine what number of participants can be accommodated at one time for in-person programming
- Consider audience needs & characteristics – e.g. young children
- Adapt or re-invent program approaches with safety in mind



# Key Considerations: Safety Precautions



- Ensure the health & safety of everyone involved
- Provide appropriate PPE
- Eliminate or reduce use of shared objects & implement sanitizing procedures
- If providing food, implement safe snack serving & distribution procedures
- Optimize participant safety and privacy in digital programs

# Key Considerations: Staff Support



- Provide training on health & safety measures for programs & new program models
- Support staff in working with the public in a time of high anxiety

# Key Considerations: Community Support



- Develop strategies to make programs feel safe, welcoming & inclusive
- Support vulnerable or underserved audiences
- Reach out to indigenous communities
- Reduce or remove barriers
- Connect with community partners
- Seek out ways to share content across libraries

# Key Considerations: Operations



- Identify new program models that should be retained into the future
- Review and adjust staffing models and roles for programming based on new/changed needs and models

# Best and Learning Practices

- Planning
- Communications
- Physical Distancing Measures
- Safety Precautions
- Staff support
- Program Delivery
- Community support
- Operations

# Stories from Libraries

## Children, Families & Teens

- Storytimes
  - live or pre-recorded
- Interactive Play
  - scavenger hunts, Lego, escape rooms
- Learning at Home
  - crafts, musical instruments, coding,

# Stories from Libraries

## Adults

- Book clubs
- Storytelling
- Conversations and Creative Connections
- Welcoming Newcomers
- Employment Support and Life Skills

# Stories from Libraries

- Tech vs. Analog
  - access to high speed Internet
- Outreach and Community Engagement
  - libraries supporting communities
- Partnerships
  - cultural and educational opportunities



# More Resources

- [COVID-19 Program Ideas](#) – ALA Public Programs Office Ideas
- [CFLA COVID19 Storytime Copyright](#) – Guidance on Fair Dealing
- [How to Create a Video Style Guide](#) - Angela Hursh's The Library Marketing Show
- [GLAM Sector Programming Examples](#) - Toolkit Resources
- [How to Run a Successful Summer Reading Program Online](#) – TD Summer Reading Site
- [List of Read Aloud Canadian Stories Publishers](#) – Access Copyright
- [Old-Fashioned Connection: Phone Programming in a Pandemic](#) - ALA Public Programs Office Article
- [Teen Literacies Toolkit](#) - Yalsa
- CULC is creating a site for us to share our ideas and procedure/policy documents



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# Questions and Answers

The full Toolkit is now available on the CULC/CBUC website in HTML and PDF. Many of the sections have an associated Google Drive where colleagues (not just CULC/CBUC Members) can post examples and build an amplified database of resources to share.

The session has been recorded, archived and stored for members including CHAT Transcript and Powerpoint following the session.

When using social media, please tag @culc\_cbuc and #PLtoolkitCDNCV\_19

**The Toolkit is online at:** [www.culc.ca/advocacy/thinktank](http://www.culc.ca/advocacy/thinktank)

