<https://www.vpl.ca/sites/vpl/public/Community-Led-Libraries-Toolkit.pdf>

* BPL has a number of supervisory staff that have taught or currently teach community-led libraries at UBC.
* When Beth Davies took over, wanted to shift the system to more CL model. It takes time to change culture, of course.
* Now have a number of teams (adult and childrens) using CL approach.
* When pandemic hit, Childrens and Teens were just getting started and learning about CL.
* When pandemic hit, went from 250 staff to 40.
* Have a number of Burnaby organisations that library has connections with and works well with.
* There was a cmt of doctors that were working on pandemic issues. BPL joined that.
* Connected with schools.
* Decided not to do virtual programs or storytimes at all (just running first virtual ST this week).
* Has been challenging and stressful because many feel that these programs are core. BUT has provided opportunities to do other, exciting things
* EXAMPLE 1
  + Found that many people (including those in health nurses) didn’t know where food banks were. Vicki and Jorge knew that there was a list of open food banks, so were able to pass along.
* EXAMPLE 2
  + Visiting childrens programs happening in communities (neighbourhood houses). A number of org’s are having “ah ha” moment about what library can do.
  + Had organization ask about getting a subscription to TumbleBooks. Was able to sign them up with library cards, instead!
* QUESTION: Does anyone have examples of impact stories?
  + Chief librarian (BPL) continues to ask for stories and those stories have impact themselves. Board members are blown away by examples of how library has changed lives. Focus on qualitative versus quantitative.
  + Whistler has largely shifted to qualitative vs quantitative during the pandemic. Often, smaller groups are more effective (e.g., a mom group with 15 participants may have no one speaking).
  + Surrey doing things like “get carded” events are very numbers heavy. When pursuing a grant, reached out to people about impact. Received some amazing letters from people who had aged out of teen programs talking about the powerful impact the programs had.
  + Surrey recently started an English Conversation Circle for teens and Club Quarantine (stolen from BPL), both of which have had community-led elements (demand in community).
  + Had to get really good at note taking. Right away after program or immediately after back at branch, write down comments and stories right away, because you won’t remember them. Be specific about the person/people you helped. It makes the story resonate.
  + GVPL definitely been looking for stories. Been getting a lot of impact stories about how the library has helped during the pandemic.
* QUESTION: What are some barriers that people/org’s have had using the library?
  + Some organisations are totally overwhelmed with trying to deal with the current situation and just don’t have capacity to liaise with library.
  + BPL – pre-existing relationships have been the easiest to re-engage with and to make deeper during the crisis. Think about the connections you already have that might be able to connect/introduce you to org’s in need (but don’t push, of course).
  + It can be difficult sometimes when management wants you to connect with an organization that just isn’t interested or doesn’t have capacity. Best you can do is touch base with org on occasion and not be pushy. When they’re ready, hopefully they will reach out.
  + Different org’s within communities may give different receptions. One may be welcoming and in order, while another is totally chaotic when you arrive. You end up just needing to be flexible, respectful, and doing what you can. You are building a relationship, regardless. Just show up. Listen. Be reflective.
  + Listen to org’s requirements and values are (e.g., be there for lunch… not about storytimes, just be present and share a meal).