

## Minnesota Public Library Report, Community Engagement

The Community Engagement performance measures in the Minnesota Public Library Annual Report include outreach services, community partnerships and volunteers.

### Outreach Services

Outreach refers to library services provided to community groups or organizations or work with another agency to deliver library services. Outreach may involve, but does not require, library staff visits to a location outside the library. Organization types include adult basic education, adult literacy, arts, correctional facility, cultural community, disability, early childhood, homebound service, homeschool, school (K-12), senior service, veterans, workforce development, and youth development.

The performance indicators are reported at the administrative entity level. Report “Yes” if your library provides outreach services to any of the organization types listed. If the pre-filled answer from the prior year is incorrect, please correct.

### Community Partnerships

Community engagement depends upon partnerships with diverse stakeholders from public and private spheres. The library establishes partnerships to enhance the library’s capacity, impact and ability to address community needs such as homelessness, immigration, poverty, equity, public safety, economic development, public health, and environmental sustainability. As partners, library staff members join community organizations and serve on boards, committees and work groups. They help design and implement programs in ways that engage community-members directly in the work of social change.

Libraries can partner with...

- Government to promote civic engagement, equity and public resource management
- Schools to promote school-readiness and educational achievement through early literacy, summer learning programs and homework help
- Hospitals and clinics to support public health, nutrition, wellness programs, and health insurance coverage
- Social service agencies to reduce homelessness, discrimination, and poverty
- Police and courts to encourage public safety, crime prevention and offender rehabilitation
- Chamber of Commerce and local business organizations to stimulate economic development, job and career training, and entrepreneurship
- Literacy organizations to boost adult literacy and English-language learning

- DIY (Do It Yourself) organizations to further the Maker movement through sharing equipment and training
- Advocacy groups and faith communities to alleviate Inequality and promote community building and civility
- Disability organizations to advance accessibility and inclusion
- Technology organizations to increase digital literacy through technology equity and emerging technology training
- Parks and conservation organizations to advocate for environmental protection and climate-change education
- Youth organizations to develop college readiness, job training and recreation opportunities
- Housing and urban development to support affordable housing and foreclosure prevention
- And any other willing partner in your community such as foundations, clubs and special interest groups

The performance indicators are reported at the administrative entity level. For O12 report “Yes” if your library partners with one or more community organizations or groups in order to address a community need.

When two or more organizations create a partnership they can engage with one another to varying degrees. Partners communicate information by attending meetings, distributing promotional materials, setting up displays, making presentations, etc. in order to raise awareness of community needs. At a cooperative level, partners provide mutual assistance in working toward a common goal by sponsoring activities or recruiting volunteers to address community needs. Fully committed partners work collaboratively to jointly develop and deliver a program or service by sharing staff, resources, and costs for the benefit of participants.

If the library engages with one or more partners, select any or all of the degrees of engagement that the library has with any of its partners. Select “Yes” if the library engages with partners at a communicative, cooperative or collaborative level listed in O13a to O13c.

Partnership engagement levels include:

**Communicative** - Partners communicate information by attending meetings, distributing promotional materials, setting up displays, making presentations, etc. in order to raise awareness of community issues and needs. This is a minimum degree of partnership.

**Cooperative** - Partners provide mutual assistance in working toward a common goal by sponsoring activities, donating incentives, recruiting volunteers, etc. to address community issues and needs. This is a moderate degree of partnership.

**Collaborative** - Partners work together to jointly develop and deliver a program by sharing staff, resources, and costs to address community issues and needs and make an impact in the community. This is the maximum degree of partnership.

For O14 report “Yes” if your library measures the impact on the community due to the partnership’s efforts. If “Yes,” the library will use outcome measurement to determine the success of the partnership’s efforts to change participant behavior. Outcomes include changes in awareness, attitude, knowledge, skills, behavior, and confidence.

## Volunteers

Volunteers are individuals who perform a service willingly and without pay. Volunteers can be any age but are usually 14 years of age or older. Volunteer tasks in the library include, but are not limited to, creating library displays, maintaining the condition of physical materials, assisting with annual book sales, making library customers' visits welcoming and successful, assisting with library programs, assisting customers with computer applications, and returning materials to library shelves. Do not include court-mandated community service or internships.

The performance indicators are reported at both the administrative entity and outlet levels. For O15 report "Yes" if the library administrative entity has a volunteer program.

If your answer for O15 is "Yes," complete O16m to O19m at the outlet level.

For O16m enter the number of volunteers ages 14 to 17 who donated time to complete tasks at this location during the year. If your library does not track teen volunteers separately, report the number of all volunteers in O17m and leave O16m blank.

For O17m enter the number of volunteers ages 18 or older who donated time to complete tasks at this location during the year. If your library does not track teen volunteers separately, report the total number of teen and adult volunteers here and leave O16m blank.

For O18m enter the number of hours donated by volunteers ages 14 to 17 who donated time to complete tasks at this location during the year. You may use sampling to determine the number of volunteer hours. If your library does not track teen volunteer hours separately, report all volunteer hours for teens and adults in O19m and leave O18m blank.

For O19m enter the number of hours donated by volunteers ages 18 or older who donated time to complete tasks at this location during the year. If your library does not track teen volunteer hours separately, report all volunteer hours for teens and adults here and leave O18m blank.

For O20 the sum of the number of volunteers at all outlets is automatically calculated for the total number of volunteers for the administrative entity.

For O21 the sum of the number of volunteer hours at all outlets is automatically calculated for the total number of volunteer hours for the administrative entity.



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