

Appendix A: Email to Public Library Administrators

Dear _____:

The Edmonton Public Library has recently formed a Task Force to examine ways of improving library service to the city's Aboriginal community. This is in acknowledgement of the increasing role that this community plays in Edmonton, as well as an attempt to obtain a better knowledge and understanding of our present and potential customers.

We would be very grateful, please, if you could arrange to share with us some information about services, programs and approaches that you may have in place to serve the Aboriginal community. We shall shortly be holding a focus group meeting with representatives of the Aboriginal community to discuss the following topics:

Making the library a welcoming place for Aboriginal people.

Staff - physical space - environment - policies

Improving collections and services to reflect the interests and needs of the Aboriginal community.

Formats - languages - computer use - literacy materials - special selection teams - reviews

Raising awareness of the public library in the Aboriginal community.

Posters - flyers - outreach - Aboriginal media

Provision of programs that would be of interest to the Aboriginal community.

Storytelling - Aboriginal presenters - history - customs - music - dance

Building relationships and partnerships with the community for the future.

Advisory groups - outreach to Aboriginal organizations

Library staff awareness of Aboriginal culture.

Training programs

We would welcome details about your library's experience in working with the Aboriginal community in these areas. Also, we would be glad to hear of any approaches that really work for your library. A response by Friday, April 30 would be appreciated.

Many thanks for assisting us in improving public library service to the Aboriginal community of Edmonton. If you have any questions regarding our project, please contact me at hsaunders@epl.ca. When we have completed our project, we will send you a copy of our findings.

Appendix B: List of Public Libraries Surveyed

Council of Administrators of Large Urban Public Libraries (CALUPL)

Burnaby Public Library
Calgary Public Library
Greater Victoria Public Library
Halifax Regional Library
Hamilton Public Library
Kitchener Public Library
Ottawa Public Library
Regina Public Library
Richmond Public Library
Saskatoon Public Library
Surrey Public Library
Thunder Bay Public Library
Toronto Public Library
Vancouver Public Library
Vancouver Island Regional Public Library
Winnipeg Public Library

Other Canadian Public Libraries

Fraser Valley Regional Public Library
Okanagan Regional Library
Prince George Public Library
Prince Rupert Library
Sault Ste. Marie Public Library
Thompson Nicola Regional District Library System

Appendix C: Public Library Administrators – Email Responses

Respondent #1

As a library system, we're always striving to improve and enrich our library service and our connections to the Aboriginal community. Currently, we're doing this through a number of ways.

- Improving our relationship to the Aboriginal community through Staff Training and Development cultural awareness sessions. The last round, offered a couple of months ago, was very well received by our staff and assisted in raising awareness of specific issues related to library usage. Four presenters from the X University assisted in the 1/2 day courses and they were excellent. These were some of the most well attended sessions of our staff training and development group - the bannock served was appreciated as well.
- In our work with some literacy initiatives, we've connected to the various members/groups of the Aboriginal community and worked together promoting our resources in this area.
- We've developed, with provincial grant funding - an interactive CD-ROM (Tools for Today) aimed at the Aboriginal community to assist in computer literacy skills. We've partnered, and continue to look for opportunities to partner with, Aboriginal agencies in the community to promote this resource for use outside the library.
- We're making a concerted planning/development effort to reach out to the Aboriginal community to expand and enrich library services. Last year X Public Library was one of 10 library system in X to receive grant funding to address recommendations of the X Report. The funding was to be used by public library systems to address one or more recommendations in the Report.
- Every library system developed their own project.
- At X Public Library, we came up with a series of programs. Part of our initiative for 2003 included the setting up of an advisory council to assist us in this regard. We're looking to have library representatives on this as well as selected representatives from the Aboriginal community. We're currently in the process of setting up terms of reference for this group.

- We're still in the process of pulling together our conceptual plan for our initiative for 2004 as we expect to receive the same amount of funding again this year (\$25,000) so I can't offer you more on that except to say it will build on our initiative from last year.
- Our 2003 initiative was successful in that we made some connections with the Aboriginal community and laid some groundwork for future initiatives. The Stories in the Park program was very successful and a move has been made to incorporate this program into our regular programs.
- As well, the library sits at a provincial committee X comprised mostly of Aboriginal peoples working in various library sectors throughout the province. Our director sits at this table representing other library directors in the province. There have been some exciting discussions/projects come out of this group, including an Aboriginal Storytelling Week.
- I hope this assists you in some way. Your own initiative sounds very exciting and we would be interested in hearing more about it. I've noted the contact information. Thanks very much in this regard.

Respondent #2

I administer the computer classroom activities for our two and soon to be three facilities at X Public Library. I approached X Aboriginal Centre of X Aboriginal Cultural Society in October of 2003 to discuss how the Youth and Adult programmers could make use of our 12 computer classrooms. Several ideas were explored:

Youth programs:

1. Ages 6-15 homework time scheduled in the computer classroom
2. Ages 6-15 computer games hour to learn Mathematics

Adult programs:

1. Typing practice
2. Resume writing

OUTCOMES:

Youth program:

Homework Time was scheduled. A tutor was scheduled to come from X Aboriginal community. The classroom was used for a couple of weeks on Thursday late afternoons but the attendance was very low and as a result the programmer cancelled this activity. The youth programs were not pursued at this time primarily due to the distance from the centre to our facility at X. We agreed to try both programs again when the X Library

classroom is fully operational sometime in September 2004. X Library is half the distance from the Aboriginal Center to the X Library.

Adult Program:

The classroom was scheduled for the Adults on Monday mornings. We set the start time for 9:30 to 12:30. The classroom has a typing program "All the Right Type" and a résumé program "WinWay Résumé". Six adults from the society have been using the facility on a regular basis once a week since November 2003 to practice typing skills and to write résumés. The résumé software is multimedia, with many video segments covering the Job search, résumé writing and interview process, However, it does not represent First Nation people. The participants using the typing program are able to save their work on the program from week to week to measure their typing skills progress.

I am meeting with the Adult programmer next week to discuss other possible uses of the facility by X Aboriginal community.

Respondent #3

The X Library is situated in a city where the aboriginal community is 50 - 60 %of the population and so we deal with many people of aboriginal descent every day. We don't do anything special on a daily basis to welcome them other than what we do for any other library user. We do keep them in mind when choosing items for the collection - books, videos, music, etc. that would be of interest to them. We also have a Northwest History Collection which concentrates on history, people, art, archaeology, anthropology, language pertaining to this area. Because the native culture is so rich in this area, a large percentage of the collection reflects that. There is no documentation for this but I believe that the library card that was introduced a couple of years ago by the former librarian has brought a lot of Aboriginal people into the library for the first time. The card is credit card-like with a halibut design on it created by Henry Green, a local native artist. The card is beautiful in itself but I think that when native people see it they feel more of an ownership in the library because of it.

We have a friendly relationship with native run organizations in town: the Friendship House, daycares funded and run through federal grants to native groups, college students, etc.

As for the library staff many of us have personal relationships with Aboriginal people and have a respect and appreciation for both their culture and the hardships they have and are enduring while coping with mainstream Canadian culture.

Hope this has been helpful.

Respondent #4

Hello,

I would be very interested in your findings about ways to improve services to the Aboriginal population. We have made that a key target for our strategic plan, however, we are only currently in the collection development phase. My big question of the moment is whether to highlight our collection (which is already quite extensive) by giving it its own area and collection coding etc. or whether it is more useful to leave it within the various collection areas where it can still be found but is not segregated. There have been various opinions from the Native community on this issue (both local and beyond as I have posed it to every Native author, elder, speaker at every conference I have attended).

Best of luck with your effort. Your plan seems excellent and I look forward to learning what you glean from your surveys and questions. I regret that I do not have more information of a practical nature to share with you at this time. I will mention however that whenever we have featured First Nations authors we have had wonderful, large audiences which included many groups of Aboriginal children from local Native studies programs and youth groups (and of course some families too).

Respondent #5

I'm the new Chief Librarian of X Public Library. Other than literacy programs here, I can't think of discreet programs target specifically First Nations, however, in X, I developed a First Nations library card that was very successful.

It was very successful and made people feel welcome. I'd be interested in the results of your survey. Thanks in advance,

Appendix D: Survey to Public Library Administrators

SURVEY TO LARGE URBAN PUBLIC LIBRARY DIRECTORS AND ADMINISTRATORS					
Please read the comment below, then mark the appropriate box with an "X".		Yes	No	Currently being considered	Under development
Management					
1.	We have developed a policy for services to the Aboriginal community				
2.	We have an Aboriginal Advisory Committee				
3.	We have set aside funds in our budget for Aboriginal collections				
4.	We have set aside funds in our budget for Aboriginal services				
Staff					
5.	We publicize job opportunities to the Aboriginal community				
6.	We provide staff training to increase awareness of the Aboriginal community (e.g., culture(s), issues, activities, organizations, etc.)				
7.	We provide staff training to equip staff with the skills they need to effectively serve the Aboriginal community (e.g., effective communication and conflict resolution skills, understanding of cultural protocols, etc.)				
8.	We have Aboriginal people on staff				
Space					
9.	We have modified and/or added to our library space to make it welcoming to the Aboriginal community (e.g., display Aboriginal art)				
Collections					
10.	We have a range of materials in our collection for the Aboriginal community				
11.	We have purchased materials to explicitly meet the expressed needs of the Aboriginal community				
Programs and Services					
12.	We have developed programs and services for the Aboriginal community				
13.	We have delivered programs for the Aboriginal community at the library				
14.	We have delivered programs for the Aboriginal community at a location other than the library (e.g., park, Aboriginal organization, school, etc.)				
15.	We have offered programs and services in partnership with Aboriginal people(s) and/or organizations				
Partnerships and Relationship-Building					
16.	We have built relationships with Aboriginal peoples and/or organizations to better meet the needs of the Aboriginal community				
Promotion					
17.	We have publicized our services in Aboriginal media sources (e.g., newspapers) or placed postings in Aboriginal organizations				
18.	We have promoted our services directly to the Aboriginal community (i.e., in person at meetings, organizations, community gatherings, etc.)				
19.	We plan to focus on meeting the information needs of the Aboriginal community				

Please feel free to share any comments you might have in the space provided below.

Thank you for your time! We will email the results to you.

Appendix E: Public Library Administrators – Survey Results

SURVEY TO LARGE URBAN PUBLIC LIBRARY DIRECTORS AND ADMINISTRATORS					
Please read the comment below, then mark the appropriate box with an "X".		Yes	No	Currently being considered	Under development
Management					
1.	We have developed a policy for services to the Aboriginal community	8%	75%	8%	8%
2.	We have an Aboriginal Advisory Committee	0%	92%	8%	0%
3.	We have set aside funds in our budget for Aboriginal collections	25%	75%	0%	0%
4.	We have set aside funds in our budget for Aboriginal services	8%	92%	0%	0%
Staff					
5.	We publicize job opportunities to the Aboriginal community	17%	75%	8%	0%
6.	We provide staff training to increase awareness of the Aboriginal community (e.g., culture(s), issues, activities, organizations, etc.)	25%	58%	17%	0%
7.	We provide staff training to equip staff with the skills they need to effectively serve the Aboriginal community (e.g., effective communication and conflict resolution skills, understanding of cultural protocols, etc.)	25%	42%	25%	8%
8.	We have Aboriginal people on staff	50%	42%	0%	8%
Space					
9.	We have modified and/or added to our library space to make it welcoming to the Aboriginal community (e.g., display Aboriginal art)	8%	50%	25%	8%
Collections					
10.	We have a range of materials in our collection for the Aboriginal community	75%	17%	8%	0%
11.	We have purchased materials to explicitly meet the expressed needs of the Aboriginal community	25%	50%	25%	0%

Please read the comment below, then mark the appropriate box with an "X".		Yes	No	Currently being considered	Under development
Programs and Services					
12.	We have developed programs and services for the Aboriginal community	33%	42%	8%	0%
13.	We have delivered programs for the Aboriginal community at the library	58%	25%	0%	0%
14.	We have delivered programs for the Aboriginal community at a location other than the library (e.g., park, Aboriginal organization, school, etc.)	58%	33%	0%	8%
15.	We have offered programs and services in partnership with Aboriginal people(s) and/or organizations	75%	17%	0%	8%
Partnerships and Relationship-Building					
16.	We have built relationships with Aboriginal peoples and/or organizations to better meet the needs of the Aboriginal community	42%	25%	8%	25%
Promotion					
17.	We have publicized our services in Aboriginal media sources (e.g., newspapers) or placed postings in Aboriginal organizations	42%	42%	17%	0%
18.	We have promoted our services directly to the Aboriginal community (i.e., in person at meetings, organizations, community gatherings, etc.)	50%	42%	8%	0%
19.	We plan to focus on meeting the information needs of the Aboriginal community	42%	25%	25%	8%
Comments:					
X (city) has a relatively small Aboriginal community. No special targeting efforts have been made for this particular market. The library does purchase aboriginal materials as long as they meet our materials selection criteria.					
I think, from the sounds of the questionnaire, that the aboriginal community in Edmonton is much more numerous. X (city) does not have much Aboriginal media nor is there a particular presence within the city. The closest major population is the X (Aboriginal community). It is a comparatively wealthy reserve. I live within two kilometers of the X (Aboriginal community). There are very few issues. The city does not share a border with the X (Aboriginal community).					

As the new chief librarian of X (library), I am very interested in forging new relationships with the aboriginal community. Currently, in X (city), we run an Aboriginal Headstart program that attracted 162 participants last year, and we also work in conjunction with the Native Friendship House to deliver literacy materials. My new public service manager and I are currently considering our collections and new ways to reach out to the aboriginal community, and so we would be most interested in the results of your study, and any research that you may recommend that would help us in our decisions to reach this very important client group.

We have analyzed our past programming efforts to reach children on Native Reserves and prepared a report for the Management Team. The Board has taken an interest in these efforts. We have made contact with a representative of urban aboriginals and hope to work in partnership with this group to increase their awareness and use of library services and resources. We have some contracts for service with Bands in the surrounding areas, but some have dropped out of this arrangement.

Appendix F: Focus Group Discussion Session Results

April 14, 2004 – Sacred Heart School

1. How can the Edmonton Public Library make the library a more welcoming place?

- Have more Aboriginal pictures/posters/paintings
- Bulletin board of upcoming events
- Feed people – welcoming gesture
- Have elders doing storytime
- Have Aboriginal staff
- Everywhere – who is in your immediate community?
- Have community meetings
- Have all library staff experience Aboriginal events/celebrations –staff awareness
- Staff need to be more comfortable dealing with Aboriginal people
- Library staff need to be very tolerant of young children and other youth on their first visits to the library
- Staff should acknowledge customers who come in. Friendly way. Make positive eye contact. For some older Aboriginal people, eye contact is not respectful. Look at them generally, but not in the eye. Shaking hands acceptable. Have a meet and greet person out front.
- Staff need cultural awareness and understanding training
- Bring the existing (Aboriginal) resources in
- Go to Ben Calf Robe School and ask about them. Library must reflect its own community
- Have library reflect demographics
- Barriers:
 - Not able to afford library card fees (user fees)
- EPL should get more information about Aboriginal organizations and the services they provide and keep it up to date and use it for everyone's benefit
- Get Aboriginal organizations to hold meetings in libraries

2. What resources would the Aboriginal community want to see in the library?

- Music – pow-wow tapes, round dance tapes/CDs (to allow dancers and drummers to practice at home). Get them through Aboriginal organizations (like White Buffalo).

- Post upcoming events/job searching on notice boards
- Resources on regalia/beading
- Some of Aboriginal books need to be written by Aboriginal people. Not all.
- Apply for grant(s) to update collection
- Get videos on Aboriginal ceremonies, culture, etc., from Windspeaker, Sweetgrass, SAY. More on Native arts.
- Information on differences among Aboriginal communities
- Books in Cree, Inuit – different dialects
- Check library in School of Native Studies
- Don't duplicate with Friendship Centre or with other organizations
- Need "How to learn Cree"
- EPL.ca – Aboriginal page on website with easy access via link
- Have a homework club focused on Aboriginal issues

3. What kind of programs should Edmonton Public Library offer to serve the Aboriginal community?

- Cultural awareness
- Issues:
 - Treaty 6, 7, 8
 - Bill C-31
- Oral Traditions:
 - Storytelling
 - Tipis
 - Elders
 - Aboriginal storyteller/author-in-residence
- Reading Clubs:
 - Aboriginal authors
 - Aboriginal literature
- Genealogy/Ancestry
- Aboriginal Artists Display
 - Role models (poster displays)
- Drama/Fine Arts:
 - Live theatre
 - Dance
- Youth – Summer employment?
- National Aboriginal Day:
 - Cultural events
 - Guest speakers
 - Lifestyle – food, dance, ceremony
- Diversity Training – Bring awareness of diversity of Aboriginal peoples for greater population

- Community Issues:
 - Health workshops
 - Diabetes awareness
- National Volunteer Week – Encourage Aboriginal volunteers
- Spirituality – Awareness (not everyone (Aboriginal people) follows the Medicine Wheel)
- Read and Ride – Like the City program of “Swim and Ride” (Build around Summer Reading Program)
- Cultural Awareness – children/teens/adults
- Diversity training – historical and contemporary
- Humour is key!

4. The Edmonton Public Library wants to be better known. How can the library raise awareness of its services to the Aboriginal community?

- Aboriginal media (AMMSA/Windspeaker/Sweetgrass):
 - Advertise in different First Nations languages
 - Newsletters available at all libraries
 - Brochures – ad featuring Aboriginal authors/literature in “your” library (get feedback from community in design)
 - Visuals – radio? TV?
- Website:
 - Bibliographies of Aboriginal literature
 - Links to Aboriginal resources
- Partnerships:
 - Transition program (T.I.P.) – University of Alberta
 - Aboriginal st. (staff?) assist in program delivery/mentorship
- Aboriginal organizations:
 - Build/maintain relationships
- Information booth at youth conference (Dreamcatchers)
- Barriers:
 - Not able to afford library card fees (user fees)
- Human Resources - EPL:
 - Aboriginal librarian
 - Cultural awareness
 - Training for staff
- Book/art displays
 - Authors
 - Contemporary literature
 - Aboriginal artists - newsletters
- Relationships:
 - Go out into the community
 - Personal visits – bring books (Boyle St. Co-op)