

SERVICES FOR ADULTS



Enriching the Lives of Edmontonians

We are a gathering place for people and ideas, enabling a lifetime of learning, engagement, and possibility. Our services to adults bring this vision to life by creating experiences that expand horizons and inspire lifelong learning, create access to local content, and build connections within our communities.

EPL is welcoming, accessible, and community-led, and uniquely positioned to provide opportunities for learning, engagement, and connection. Intellectual Freedom, connection, and lifelong learning are core elements in our adult services:

Freedom of expression and Intellectual Freedom are essential to a healthy society.

We inspire Edmontonians to become engaged citizens who are aware and informed of important local and global issues.

It is the responsibility of public libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some members of society may consider to be unconventional, unpopular, or unacceptable.



“In diversity, there is beauty and there is strength.”

MAYA ANGELOU

Connection creates a sense of belonging.

We provide opportunities for people to connect and build community with other Edmontonians.

We celebrate our diversity and seek to understand the varied perspectives of those around us.

Learning enriches individuals.

We offer a range of opportunities for informal learning, from hands-on skill building to creative expression. Our staff provide support and guidance for individuals to integrate learning into their lives at their own pace.

Service Approach

Rooted in our Community-Led Service Philosophy and within the scope of our mandate, EPL employs an iterative approach when responding to the needs of Edmontonians. We work in collaboration with other agencies and organizations. Guided by the Program Development and Selection Policy, EPL delivers high-quality classes and events for adults virtually and in person. Our approach focuses on people, programs, partnerships, and spaces.



PEOPLE



PROGRAMS



PARTNERSHIPS



SPACES



“The public library
is where place and
possibility meet.”

STUART DYBEK



People

Highly skilled and trained staff are the heart of EPL. Day in and day out, they provide exceptional customer service, deliver classes and events, and share their expertise.

Volunteers, community partners, and external performers extend EPL's capacity by helping to facilitate classes and events in response to identified needs, gaps, and interests that are outside the scope of staff expertise.



Programs

High quality and engaging classes and events, both virtual and in person, are the primary way that Adult Services delivers value to our customers.

A key component of Adult Services is establishing best practices, guidelines, and evaluation benchmarks for virtual programming and in-person classes and events.

Collaboration with individuals and organizations enables us to deliver high quality programming that leverages the knowledge and expertise present in our community.





Partnerships

Identifying, supporting, and assessing the development of relationships and collaboration with external partners is key to ensuring that EPL classes and events are relevant, and meet the needs of our customers.

As part of the UNESCO Global Network of Learning Cities, EPL partners with learning organizations to activate learning and to create inclusive learning opportunities for, with, and by Edmontonians.



Spaces

All EPL locations are reflective of the communities they serve. Adult Services focuses on providing opportunities for customers to access programming throughout the city.

The EPL Kitchen is unique in its purpose, providing a public space to explore food literacy and culinary skill-building in a communal setting.



APPENDIX

Staff and Team Roles

Reporting to the Executive Director, Customer Experience, the Manager, Adult Services has oversight over the development and delivery of services to adults, including responsibility for the Adult Services Teams and community partnerships.

Reporting to the Manager, Adult Services, teams are the engine behind system-wide services to adults. They develop classes and events, design training, provide ongoing oversight and coordination, find new ways to innovate—then share across EPL.

Life Skills Team

Life skills refer to a set of personal characteristics and capabilities that are thought to increase chances of success and wellbeing in life. This team develops, communicates, and provides direction and leadership for EPL classes and events related to life skills to meet community needs.

Adult Services Events

This team seeks to facilitate ongoing conversations that broaden our scope of knowledge and provide different perspectives in a respectful environment. It seeks to work collaboratively and creatively with community partners to incubate, pilot, and engage in learning activities, and focuses on fostering connections for all Edmontonians.

Capital City Team

Capital City seeks to amplify, promote, support and grow Edmonton's local arts community through programs and initiatives such as Capital City Press, Capital City Art, and Capital City Records.

Services to Newcomers

Through our partnership with agencies providing settlement services in library branches, EPL is able to support the newcomer experience.

APPENDIX

Branch Teams are key partners in executing our vision for Adult Services, as many of our classes and events take place at library locations throughout the city or virtually and are delivered by Librarians and Library Assistants. Branch staff also contribute to the creation of classes by submitting proposals for new classes.

Marketing & Communications are essential to the promotion of classes and events. This department works closely with programming teams to create and share content and programming broadly with our customers through channels such as social media and newsletters.

Collaboration Agreements are agreements whereby external organizations offer classes and events at EPL. These are usually outside the scope of staff expertise or system capacity for delivery by EPL staff. They allow us to meet customer needs by providing access to expertise in areas such as financial literacy and life skills.

EPL's Volunteer Program leverages community knowledge and expertise to deliver classes or to provide scheduled drop-in consultation. Volunteers, such as Community Experts, deliver content in areas where there is limited overlap in staff expertise or limited system capacity for sustained delivery.

“A public library is the most democratic thing in the world. What can be found there has undone dictators and tyrants.”

DORIS LESSING



