



Convivencia Framework

Principles Guiding This Framework

Our mission is simple: We Share!

We share expertise, information, technology and space with Edmontonians for learning, connecting, creating, discovering, enjoying and enriching communities.

What Convivencia is and Why It Matters

EPL welcomes everybody from all walks of life, while acknowledging that being a public space inherently comes with friction. Navigating this friction fosters learning, sharing, and belonging. This is Convivencia, a Spanish term for the capability to co-exist across differences, and it frequently occurs in EPL spaces.



Edmonton is a northern, growing, and diverse Canadian city located in Treaty 6 Territory, the homeland of many First Nation, Métis and Inuit peoples. Edmonton welcomes thousands of new residents every year. Achieving Convivencia requires partnerships and collaboration, as supported by EPL's Community-Led Service Framework. Life at EPL is enriched by Convivencia.

The Edmonton Public Library provides library services with a commitment to unconditional positive regard. We offer spaces and services that are uniquely positioned to enable people to explore, grow, play, and belong. Convivencia at the Edmonton Public Library builds on the experiences and needs as individuals while at the same time learning to share space with others. Our goal is not to change people or overlook differences. We honour everyone's individuality and refrain from judging people based on their opinions, their circumstances or stereotypes. We seek practical approaches for navigating and sharing spaces.

EPL branches are vibrant hubs where people engage in a variety of activities. The diversity of customer needs, uses and experiences may

require flexibility and adjustment of space and services. We acknowledge that people are capable of both care and disrespect. Sharing space and services can be surprising and fun; it can also be frustrating, intimidating and unpredictable. While our staff work every day to nurture Convivencia, everyone at the library has a responsibility to foster a welcoming space for others.

Convivencia demands commitment, capabilities and skills from our organization, our staff and our customers. It also requires a commitment to continuous learning and reflection. Part of this learning journey is that we all—customers, staff, and organizations — make mistakes and falter. We strive to demonstrate compassion, support, and respect.

Our commitment to Convivencia creates an environment where both staff and customers feel inspired, supported, and at peace with friction. Experiences at the library help us all understand that other people are just as complex as we are. Embracing Convivencia builds hope and confidence to engage in public spaces that people value and support. Our focus on Convivencia contributes to a more connected, engaged and creative EPL and Edmonton.



