



REPORT TO THE LIBRARY BOARD

MEETING DATE: NOVEMBER 21, 2007

Session:	Public Session
Subject:	Community Engagement
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Presented By:	Anne Becker
Purpose of Report:	For receipt <input checked="" type="checkbox"/>

RECOMMENDATION

It is recommended that this report be received.

ISSUE/OPPORTUNITY

Library community engagement is about building synergistic relationships with our community in order to:

- Develop and build a vibrant community made up of active neighbourhoods and strong social networks using the layers of resources already present in the community; and
- Provide relevant library services that are integral to the fabric of this vibrant community.

The community improves as the library becomes an active, contributing player; and the library improves because it is more relevant to the community.

The **London Public Library Strategic Plan** articulates the need for community engagement in order to fulfill its promise to the community of being inclusive, essential and accessible. Currently, employees at every level of the organization are involved in community outreach and development to encourage and facilitate community participation. At the same time, we are currently reviewing our community participation strategies and mechanisms as we implement the new **LPL Service Excellence Model**.

BACKGROUND

Strategies for successful community development are community-led, asset-based and relationship driven. Therefore, London Public Library (LPL) participation in community development is based on connecting, consulting and collaborating with all community members in order to strengthen our community and fulfill the vision of the library in being a community hub.

LPL's approach to this includes:

- Community outreach and development and
- Community-led service development.

Community Outreach & Development

Public libraries have traditionally used community outreach and development, an asset-based service planning model where community "assets", such as formal and informal leaders (people who are trusted and act as connectors, connecting people with each other and with opportunities), agencies, associations, institutions, government, business/economy, etc., partner with one another to develop and serve the community.

Asset-based service planning seeks to discover and mobilize existing community resources and to avoid unnecessary duplication. LPL uses community assessment, including mapping, to identify community assets city-wide and in specific library service areas. We also bring a wealth of assets to the table, among them a sense of ownership by the community, community trust, a history of community service and a visible, physical presence in the community. Through community outreach and development activities, we network and, as appropriate and feasible, partner with various community resources to:

- Collaborate on the planning and development of services and programs;
- Deliver library programs and/or services in the community beyond the walls of the library; and
- Promote library services to ensure that people are aware of and understand the range and depth of library services they can access.

Community-Led Service Development

Community-led service development is designed to ensure that institutions and agencies serving communities are inclusive and collaborative in order to provide relevant and accessible services, respecting the diversity of the community. It endeavours to connect directly with people in the community to hear what they need and want. This approach has been especially successful in the large urban American cities, such as Chicago, where social capital was on the wane as shown by high crime rates, poverty levels, levels of illiteracy, social unrest, etc. Libraries have been active partners in the rebuilding process.

Libraries are now using this type of service approach in order to provide relevant and accessible services to diverse populations. This ensures that the library builds relationships with members of our community, in addition to working through intermediaries, in order to understand people's needs and develop services that meet these expressed needs. It engages people regardless of ability, social, economic, political or cultural status and, therefore, libraries like the Chicago Public Library have had success using this approach to engage socially excluded or marginalized people. [Urban Libraries Council. *The Engaged Library: Chicago Stories of Community Building*, 2005]. The full report can be accessed at: http://www.urbanlibraries.org/files/ULC_PFSC_Engaged_0206.pdf

Vancouver, Regina, Toronto and Halifax public libraries are currently engaged in a library-community demonstration project to collaboratively develop services based on direct consultation – **Working Together Project** – that is supported by Human Resources Development Canada. This community-led service project is designed to:

- Challenge assumptions about how excluded individuals and groups perceive public libraries;
- Identify policy and service barriers;
- Demonstrate/pilot community engagement methods measuring their effectiveness in engaging socially excluded people in the library; and
- Develop best practices and tools kits for other public libraries to use.

LPL staff has been learning from the demonstration project and will make use of the tool kits which will be issued before March 2008.

Using lessons learned from this approach, work is well underway at LPL to create philosophies, strategies, methods, action plans and training plans, for each strategic initiative designed to reach various diverse client groups, including:

- Teens, including at-risk young people;
- Newcomers, including refugees, in their settlement period (first three years in Canada);
- Marginalized people, such as the disabled; and
- Socially excluded people, such as the homeless.

On October 29-30, 2007, community partners London Public Library (led by staff members Heather MacDonald and Beth Kinchlea), London Homeless Coalition, Women are Missing Committee and the Centre for Education on Violence Against Women and Children came together to bring Susan Scott, author of *All Our Sisters: Stories of Homeless Women in Canada*, to London. Susan engaged with more than 60 women across Canada facing homelessness to hear their stories. Her book tells these stories with honesty and sensitivity, highlighting personal issues such as histories of abuse, addiction and violence, and systemic issues such as lack of affordable housing and social services specific to women's needs. This library-community engagement also included women from My Sister's Place telling their own stories as they performed *Living on the Edge* vignettes. LPL Staff were given awareness training on dealing with socially excluded populations and the issues of homelessness by Susan Scott and local service providers.

In 2008, work in engaging specific groups of people will be done in support of seniors (including the home-bound and institutionalized); homeless people; and aboriginal people.

Engagement Mechanisms

LPL's dual approach to service development and delivery includes a variety of engagement mechanisms, including, but not limited to:

- One-on-one conversations/dialogue;
- Partnerships;
- Focus Groups;
- Community Forums; and
- Advisory Groups.

Through our use of these mechanisms, we engage the community and by being at the table in community-wide groups and forums ... we are engaged in the community, connecting

with the world around us to actively support capacity building for London and its neighbourhoods.

LPL staff is also actively engaged with professional associations such as the Ontario Library Association, Canadian Library Association, Federation of Ontario Public Libraries, etc. in order to gain knowledge and tools and to build capacity for inclusive public library service.

Partnerships

LPL Staff have developed an extraordinary number of partnerships! These partnerships are developed at both the city-wide and local branch levels.

Please see Appendix 1: Selected LPL Community Partnerships

Focus Groups

Focus groups provide an opportunity for members of the community, selected on the basis of their involvement/expertise/personal knowledge of a subject or their demographic, to present information, feedback and opinions to the Library on a specific subject. LPL has used focus groups for discussion of a variety of topics such as:

- Development of the **LPL Strategic Plan**;
- Creation and development of the Central Library Access Centre, Adaptive Technology, and Consumer Health Information Services;
- Services to teens;
- Services to marginalized/socially excluded; and
- The new North-East YMCA & Library branch that will be opened in 2011.

During the sustainability business case development, two focus groups were facilitated to obtain input from the Northridge and Carson communities. Unfortunately, attendance was poor at both focus groups, despite considerable efforts to attract people to the sessions.

Community Forums

Community forums are open gatherings meant to solicit information, feedback and opinions on specific issues or subjects, or to gain general input on the opinions and perceptions of the general public, regardless of ability, age, background or affiliation. LPL has used community forums on a variety of topics such as:

- Strategic plan development and
- Internet filtering.

Advisory Committees

Advisory committees provide opportunities for members of the community, acting in a volunteer capacity, to contribute to the library on a longer term basis. In the past LPL has used advisory committees, consisting of staff, community members and Library Board members for building projects, for example.

To support the **LPL Strategic Plan** and **Service Excellence Model**, LPL will employ an advisory committee matrix based on community needs assessment and mapping that includes Teen, Newcomer and Branch Advisory Committees used strategically across the system.

In 2007, LPL Staff began researching best practices in using advisory committees to provide a forum for ongoing community involvement in the planning, development, implementation and assessment of library services. Best practices show that advisory committees can contribute greatly to the relevance and quality of audience-based services, such as those for teens and newcomers.

Teen Advisory Committee Initiative

Recently, LPL developed a Teen Advisory Committee (TAC) Strategy and Model. Under the guidance of Children & Youth Services Coordinator, Julie Brandl and Volunteer Administrator, Jennifer Hesse, and in conjunction with the branch supervisors, implementation is currently underway at several locations across the library system.

Please see Appendix 2: Teen Advisory Committee (TAC) Strategy and Model

Branch Library Advisory Committee Initiative

The best practices review also provided examples of how library advisory committees can provide valuable input and support to local branch libraries in order to enhance the quality of service to specific geographic communities, i.e. neighbourhoods. In conjunction with library staff, branch library advisory committees can support community engagement by

- Identifying and conveying matters of local concern, such as literacy levels, community safety, etc. to the library;
- Providing input into the planning of library services and feedback on the relevancy and accessibility of services to individuals and to the neighbourhood;
- Promoting the services and activities of the library to the neighbourhood in order to generate interest and usage;
- Identifying and undertaking special projects to support local needs, such as local literacy and learning initiatives;
- Undertaking local fundraising in support of the branch; and
- Advocating on behalf of the library to other community stakeholders, including funders.

There are demonstrated examples of how this type of advisory committee, by supporting a strong reciprocal relationship between the community and the library, has increased the visibility, activity and use of a local branch.

NEXT STEPS

As part of the ***LPL BSC Project Plan*** for services to newcomers, LPL will be developing and implementing a ***Newcomer Advisory Committee Strategy and Model*** early in 2008. The Mandate, outcomes and time lines will correspond with those of the province-wide "Settlement Workers in Libraries Project" in which LPL is engaged both at the steering committee and local levels.

As part of the ***LPL Sustainability Plan***, LPL will develop a ***Branch Library Advisory Committee Strategy and Model*** in late 2007 with implementation early 2008 with the W.O. Carson Branch Library as a pilot location.

Appendix 1: LPL Partnerships

Community Engagement is a dynamic process and this selected list of community partners communicates the range of partners that help London Public Library staff, locally and system-wide, deliver service to the public. They are arranged by Service Delivery Stream, with additional categories for Facility Partners and for "Other Services", including Volunteer Services. Some have a specific location indicated. When no location is indicated the partnership is with multiple locations or a system-wide partnership. Library staff also actively participate in a wide variety of community committees and a very selective list is included here.

Some partners are represented in more than one category. Large partners, such as Thames Valley District School Board, generate relationships at all levels of service. In addition to specific service delivery streams, staff at all locations work with day care centres, nursery schools and with elementary and secondary schools in the public and Catholic Boards and with private schools across the City. Many staff members are Community representatives on neighbourhood School Councils.

Partnerships not included in this list include the many non-profit and profit groups that use community meeting space across the system and businesses, organizations and individuals who support and sponsor Library initiatives such as Every Kid a Card, A Book For Every Child ® and the Summer Reading Program.

Collections and Lending	
Organization	Library Location
1st Hussars Museum	Westmount
Architectural Conservancy of Ontario, London branch	
Attic Books	
Autism London	
Bishop Cronyn Memorial Church	
Canadian Embroiderers' Guild	
City Lights	
CNIB	
Collège Boréal	
CTV Globemedia	
Friends of the Coves	Landon
Jonathon Bancroft-Snell Interiors	
Literacy Link South Central	
Literacy London	
London & Middlesex Historical Society	
London Cross Cultural Learner Centre	
London District Spinners and Weavers	
London Down Syndrome Association	
London Hydro (hydro usage monitors)	
London Numismatics Club	

Collections and Lending

Organization	Library Location
London-Middlesex Child Abuse Prevention Council (Caring Collection)	
McIlwraith Field Naturalists	
Media Awareness Network	
Middlesex London Health Unit	
Museum London	
National Film Board of Canada	
Ontario Genealogical Society	
Ontario Genealogical Society - London & Middlesex County Branch	
Oxford Books	
Pendas Productions	
Post Carbon London	
Rotholme	Landon
South Western Ontario Chapter-Archives Assoc. of Ontario	
Speed City Records	
University of Western Ontario & Continuing Education; FIMS; Huron, Kings, Brescia	

Outreach & Community Development

Organization	Library Location
Association canadienne- française de l'Ontario	
Boston Pizza	Westmount
Boyle Community Centre	Carson
Byron Legion	Byron
Byron Optimist	Byron
Centre for Research & Education on Violence against Women and Children	
Childreach	
City of London	
CTV Globemedia	
East Lion's Artisan Centre	East London
Employment Sector Council of London and Middlesex	
Families First (SLNRC)	
Family Networks	
Friends of the Coves	Landon
Friends of the Dingman Creek	Lambeth
Glen Cairn Resource Centre	Pond Mills
Hamilton Road Seniors Centre	Crouch
Home County Folk Festival	
Investing in Children	

Outreach & Community Development

Organization	Library Location
Japanese Community Association	Westmount
Job Search Strategies	
Lambeth Community Association	Lambeth
Lambeth Harvestfest Committee	Lambeth
Limberlost Chaplaincy	Sherwood
Literacy Link South Central	
Literacy London	
London Arts Council	
London Christian Academy	Cherryhill
London Cross Cultural Learner Centre	
London District Catholic School Board	
London District Catholic School Board	
London District Spinners and Weavers	
London Homeless Coalition	
London InterCommunity Health Centre	
London International Children's Festival	
London Islamic School	Cherryhill
London Jewish Federation	
London Numismatics Club	
London Regional Children's Museum	
LUSO Community Services	
Masonville Residents' Association	Masonville
Media Awareness Network	
Middlesex London Health Unit	
My Sister's Place	
Neighbourhood Watch	
Oak Park Co operative Children's Centre	Cherryhill
OEYC *	
Old East London Business Association	Carson
Old East London Gardening Group	Carson
Old East London Village Community Association	Carson
Old South Community Organization	Landon
Oxford Books	
PATCH – Parents and their Children Healing	Carson
Pathways	ERC *
Pond Mills Children's Centre	Pond Mills
Rotholme	Landon
Self Storage	Westmount

Outreach & Community Development

Organization	Library Location
Sherwood Forest Mall	Sherwood
South London Youth Centre	
Southdale Chaplaincy	Pond Mills
Thames Valley Children's Centre	
Thames Valley District School Board; Wheable Adult Ed	
The Londoner	
The New Mentality	
TVNELP: Ready for School	
University of Western Ontario & continuing ed; FIMS; Huron, Kings, Brescia	
Waldorf School	Cherryhill
Waldorf School	Landon
Waste Free World	Landon
Welcome Wagon	
Women's Community House	
Wortley Merchants' Association	Landon
Y - LINC programs	
Youth Opportunities Unlimited	

- * ERC = Employment Resource Centres
- *OEYC. We work with OEYC London North Centre, London West, London Fanshawe and Elgin Middlesex

Programming

Organization	Library Location
1st Hussars Museum	Westmount
A-Channel	
AIDS Committee of London	
Angelo's	Westmount
Association canadienne- française de l'Ontario	
Association of Media Literacy	
Autism London	
Boston Pizza	Westmount
Canadian Cancer Society - Elgin-Middlesex Unit	
Canadian Diabetes Association London & district branch	
Canadian Mental Health Association	
Canadian Tire	Westmount
Centre for Addiction & Mental Health	
Centre for Research & Education on Violence against Women and Children	

Programming	
Organization	Library Location
Cherryhill Healthy Aging	Cherryhill
Childreach	
Children's Aid Society	
Chinese-Canadian National Council - London Chapter	
City of London	
CNRC Preschool at Crouch	Crouch
Community Living London, Neighbourhood services	
Concerned Childrens Advertisers	
Council of Canadians	
Credit Counselling Thames Valley	
CTV Globemedia	
East London Anglican Ministries	East London
East London Rotary Club	East London
Families First (SLNRC)	
Friends of the Coves	Landon
Glasfax	
Glen Cairn Resource Centre	Pond Mills
Home County Folk Festival	
Hope's Garden	
Investing in Children	
Jane Austen Society of North America-London Chapter	
Japanese Community Association	Westmount
Job Search Strategies	
Jonathon Bancroft-Snell Interiors	
Komoka Railway Museum	Westmount
La Ribambelle	
Lambeth Citizen's Recreation Council	Lambeth
Lambeth Optimists Club	Lambeth
League of Canadian Poets	
Literacy Link South Central	
Literacy London	
London & Middlesex Historical Society	
London Anti-bullying Coalition	
London Arts Council	
London Childrens Connection	
London Cross Cultural Learner Centre	
London Down Syndrome Association	
London Fire Department	

Programming	
Organization	Library Location
London Homeless Coalition	
London InterCommunity Health Centre	
London International Children's Festival	
London Police Services	
London Regional Children's Museum	
London Small Business Centre	
London Writers Society	
LUSO Community Services	
Mandala bookshop	
McIlwraith Field Naturalists	
Media Awareness Network	
Middlesex London Health Unit	
mindyourmind.ca	
Museum London	
My Sister's Place	
National Film Board of Canada	
Neighbourhood Watch	
Novacks	
OEYC	
Old South Community Organization	Landon
Original Kids Theatre Company	
Oxford Books	
PAF User Group	Westmount
Pendas Productions	
Pillar	
Post Carbon London	
Restless Legs Syndrome Foundation	
Rogers Cable Television	
Rotholme	Landon
Royal Astronomical Society	
Royal Canadian Legion	Westmount
Royal Ontario Museum	
Schizophrenia Society	
Science Fiction London	
Small Business Centre	
South London Youth Centre	
Speed City Records	
St. Leonard's Society	

Programming	
Organization	Library Location
St. Thomas Railway Museum	Westmount
St. Joseph's Health Care	
TD Bank	
Temple Israel	
Thames Valley Children's Centre	
Thames Valley District School Board; Wheable Adult Ed	
The Bookstore at Western	
Thyroid Foundation	
Toronto Trek Fan Club	
TREA	
United Church of Canada	
United Empire Loyalists	Westmount
University of Western Ontario & continuing ed; FIMS; Huron, Kings, Brescia	
Waldorf School	Cherryhill
Waldorf School	Landon
Waste Free World	Landon
West African Association	
Women's Community House	
Wortley Merchants' Association	Landon
Y - LINC programs	Jalna

Reference, Readers' Advisory & Referral	
Organization	Library Location
A-Channel	
Architectural Conservancy of Ontario, London branch	
ATN: Accommodation, Training & Networking for persons with disabilities	ERC
Canadian Library Association	
Childreach	
City of London	
Clothing Works	ERC
CNIB	
Community Living London, Neighbourhood services	
CTV Globemedia	
Employment & Training Access Centre ETAC	ERC
Family Networks	
Fanshawe Apprenticeship Program/Career Services	ERC
Fanshawe College Job Connect	ERC

Reference, Readers' Advisory & Referral

Organization	Library Location
Friends of the Coves	Landon
Goodwill Career Centre	ERC
Homepreneur Network	
Job Search Strategies	ERC
La Ribambelle	
LEADS employment services	ERC
Literacy Link South Central	
Literacy London	
London & Middlesex County Branch-Ont. Genealogical Soc.	
London & Middlesex Historical Society	
London Community Resource Centre	ERC
London Cross Cultural Learner Centre	
London Economic Development Corporation	
London Homeless Coalition	
London InterCommunity Health Centre	
London Unemployment Help Centre	ERC
Matthews Hall	Byron
Media Awareness Network	
Middlesex London Health Unit	
Montessori	Byron
NELCE Northeast London Community Engagement Committee	Beacock
Nokee Kwe Occupational Skill Development	ERC
OEYC	
Old South Community Organization (OSCO)	Landon
Ontario Genealogical Society	
Ontario Library Association	
Ontario Works	ERC
Over 55 London	ERC
PATCH – Parents and their Children Healing	CA
Pathways	
Rogers Cable Television	
South Western Ontario Chapter-Archives Assoc. of Ontario	
Springbank Employment & Learning Centre	ERC
TEA – The employment Alliance	ERC
Thames Valley Children's Centre	
University of Western Ontario & continuing ed; FIMS; Huron, Kings, Brescia	
WIL Employment Connection	ERC
Wortley Merchants' Association	Landon

Reference, Readers' Advisory & Referral

Organization	Library Location
Y - LINC programs	
YMCA Employment Initiatives	ERC
Youth Opportunities Unlimited	ERC

Technology

Organization	Library Location
CNIB	
PAF User Group	Westmount
University of Western Ontario & continuing ed; FIMS; Huron, Kings, Brescia	

Other Services

Organization	Library Location
Hutton House Association for Adults with Disabilities	Human Resources
Canadian Library Association	Training & development
Canadian Library Association	Institutional membership
Hutton House Association for Adults with Disabilities	Volunteer Services
London Children's Connection	Training & development
London District Catholic School Board	HR (co op placements)
Ontario Library Association	Training & development
Ontario Library Association	Institutional membership
Ontario Works	Human Resources
Pillar Non-profit Network	Volunteer Services
Southwestern Ontario Library Association	Training & Development
Southwestern Ontario Library Association	Institutional membership
St. Leonard's Society	Volunteer Services
Thames Valley District School Board	HR (co op placements)
Youth Opportunities Unlimited	Human Resources

Facility Partners

Organization	Library Location
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Facility Partners	
Organization	Library Location
CNRC Preschool at Crouch	Crouch
Community Living London, Neighbourhood services	Jalna
Crouch Neighbourhood Resource Centre	Crouch
East London Community Centre	East London
East London Y - Fitness Centre	East London
Family Networks	Beacock
Fanshawe College Job Connect	Central
London Arts Council	Central
London Fire Department	Byron
Middlesex London Health Unit	Sherwood
Northwest London Resource Centre	Sherwood
Pillar Non-profit Network	Central
South London Neighbourhood Resource Centre	Jalna
South London Youth Centre	Jalna
Westminster Historical Society	Lambeth
Women's Mental Health Resources (a program of WOTCH)	Crouch

Community Committees/Working Groups

- Best Start
- Childreach Program Advisory Committee
- Central Employment Assistance Service Committee
- Community Safety & Crime Prevention Committee
- East London Roundtable
- Hamilton Road Team Meeting
- Healthy Living Partnership
- Historic Sites Committee
- London Council for Adult Education
- London Health Coalition
- London Homeless Coalition
- London Reads Organizing Committee
- London Youth Service Providers
- March 21st Community Committee
- Network for an Inclusive Community
- Northwest London Diversity Group
- Ontario Alliance of Career Practitioners
- South London Networking Group
- TechAlliance
- TVNLEP Governance & Program Committees

Appendix 2: Teen Advisory Committee (TAC) Strategy and Model

August 31, 2007

Mission

The Mission of LPL Teen Advisory Committee is to:

- Ensure that LPL makes a difference in the lives of teens by enriching their lives and empowering them through relevant, accessible, high quality library services
- Advocate for the rights of teens
- Enables teens to actively participate in the library and its services
- Promote and encourage reading
- Promote library services
- Provide opportunities for teens to develop leadership skills
- Provide volunteer opportunities for teens.

Goal

The purpose of active youth participation is to provide teens with an opportunity to enhance their learning, personal development, transition into adulthood, and citizenship through responsible action and significant service.

Value Promise

Working with Library Staff, Teen Advisory Committees (TAC) will advise the library on teen interests and trends to meet teen literacy; learning; culture, leisure and recreation; and information needs.

Service Excellence

TACs provide library staff with a wealth of knowledge on how best to serve and meet the needs of teens. They can be an essential resource to us by providing input on

- Young adult collections including books, magazines, music, spoken word, electronic resources, etc.
- Ideas about the types of programs they want and feedback on the success of programs
- LPL website and library presence on social networking sites
- Attractive, inviting and age appropriate spaces.

Teens are the library users, advocates and supporters of the future. Good library experiences, resulting from the engagement of this customer group, ensure that they will value the library now and in the future.

Teens are also our future financial supporters both as taxpayers and donors. Good library experiences ensure that they will be there to support the library.

Membership

Each TAC will be coordinated by an adult library staff member who shall serve as the TAC advisor and attend all meetings, activities and special projects. The Manager, Training & Development, Volunteer Administrator and Coordinator, Children's and Youth Services will provide direction, coaching, training and advice.

Membership is open to teens, ages 12-18. Members may continue to serve until they reach 19 years of age. Membership is based on an application and selection process.

Members are required to volunteer a total of 30 hours per year and, as part of that time, are expected to attend meetings. Hours volunteered may be used, at the discretion of the teen's school, for the fulfillment of community service hours.

Members will not be required to participate in activities or programs that go against their beliefs.

Meetings

Regular meetings will be held once a month during the months of September through June. Other meetings may be called as needed at the discretion of the TAC advisor.

Meetings times will be set at times convenient to teens to ensure maximum opportunity for participation. For example, meetings may be held after school and before dinner and/or extracurricular events (such as sports) begin or on Saturdays.

A member shall become inactive after 3 unexcused absences. An absence is considered "unexcused" if the TAC member is absent from a meeting and makes no effort to inform the TAC Advisor.

Code of Ethics

TAC members will keep the TAC Mission at the forefront of all activities.

During all TAC meetings, activities (programs and services) and library functions, Teen Advisory Committee Members will act in a way that reflects positively on the TAC and the library.

TAC members will show respect for other TAC members, library staff and library customers, including other teens.

TAC members will be responsible library users. Members will show respect for library materials and property including taking care to leave meeting spaces neat and orderly.

Removal of Members

In the extremely rare event that a member of TAC consistently misses meetings and activities or is consistently disruptive, it is the responsibility of the TAC Advisor to remove that person from the membership. The TAC Advisor will make every effort to resolve the situation before removing the person from the Committee.

Publicity

The library may publicize planned programs and events in library publications and/or by sending announcements to area schools and media, including newspapers, radio and television stations, and by posting flyers. Library staff and TAC members may encourage young adults to participate by discussing plans with teens who are regular library users or by doing outreach in schools.

Legal Issues and Forms

Appropriate application forms and volunteer position profiles for teen volunteers are essential tools for establishing expectations and guidelines. All teen volunteers will fill out an

application form. Parental forms, such as permission forms, will be used as required by law and library policy.

The Manager, Training and Development, will ensure that all TAC Advisors are aware of Library policies and trained in procedures concerning minors.

Library staff will not transport teen volunteers in their own vehicles.