

Appendix F

Staff training guidance notes

To inform the development of the tool kit and the report, training sessions were held in different regions to increase awareness; to gather information about current practice; and to seek feedback on a draft version of the toolkit.

The session outlines are provided below and may help to plan training sessions locally.

Understanding the concepts

Learning objectives:

- Consider the level of responsibility that members of the community have elsewhere in the public sector.
- Be able to define 'volunteer'.
- Understand what active citizenship is.
- Be able to define 'community'.
- Understand what community engagement is.

Learning objective	Exercise	Resources needed	Time taken
Understand the responsibilities held by members of the community.	In pairs, discuss what work you/ someone you know has done as a volunteer. Collect on flip chart. Discuss the roles and levels of responsibility these duties involve.	Flip chart and pens	30 mins.
Be able to define 'volunteer'. Understand what active citizenship is. Be able to define 'community'. Understand what community engagement is.	In groups of four, ask participants to define community engagement (alternatively, whole group contributes; collect ideas on flip chart). Give each group one of the other concepts to define as well (community/ active citizenship/ volunteer). Groups present their definitions. Identify common factors. How does this compare to the given definitions?	'Understanding community engagement' Appendix A Flip chart and pens	30 mins.

Gaining staff support

Learning objectives

- Identify possible concerns held by staff about community engagement
- Consider how to address these concerns

Learning objective	Exercise	Resources needed	Time taken
Identify possible concerns held by staff about community engagement	<p>On post it notes participants to write down a question or concern they/ another staff member may have about working in this way.</p> <p>Collect these and discuss the nature of the concerns. Group similar issues together.</p>	Post it notes	30 mins.
Consider how to address these concerns	Distribute the post it notes between groups of 4 or 5. This group is the management group for the library service who are looking to implement community engagement. These are the concerns raised by staff. They need to prepare a 10 minute presentation for the staff group, addressing some (or all of these concerns). They should include processes and procedures that will need to be introduced.	Flip chart and pens Post it notes from exercise above	60 mins.

Identifying opportunities for community engagement

Learning objectives:

- Consider possible opportunities for community engagement
- Identify relevant policy areas
- Consider who community partners might be
- Plan how community engagement will be approached

Learning objective	Exercise	Resources needed	Time taken
Consider possible opportunities for community engagement	Remind the group of shared priorities; authority wide objectives; and library service priorities.	Information regarding: <ul style="list-style-type: none"> • Shared priorities • Authority wide objectives • Library service priorities 	60 mins.
Identify relevant policy areas	In groups, complete worksheet. Share ideas. Do these projects all have elements of engagement? Discussion	Appendix C: 'Planning community engagement'	
Plan how community engagement will be approached	Having established that the suggested projects are engagement... Groups are to plan how they will approach this. Include SMART targets. Remind the group of the exercises in the 'Gaining staff support' section of the toolkit. Groups to share their plans with one another and discuss.		60 mins.

Identifying volunteer activities

Understanding the concepts exercise should be completed first. This exercise could be adapted to involve staff/ current volunteers/ library users/ non users. If doing this, provide information about current activities undertaken by the library service.

Learning objectives;

- To identify possible roles for volunteers within the library service
- To plan how to go about involving people in these roles
- Understand how this relates to community engagement

Learning objective	Exercise	Resources needed	Time taken
To identify possible roles for volunteers within the library service	<p>In groups/ large group discussion.</p> <p>Participants to think about all the additional services they could offer with infinite resources. What would the perfect library service be like?</p> <p>Record answers on flip chart.</p> <p>Are there any roles that could not be undertaken by volunteers? If so discuss why, can these issues be overcome with training/ supervision/ support?</p>		45 mins.
Understand how this relates to community engagement	<p>Discuss how some of these services or ideas could have elements of involvement in decision making.</p> <p>Can these projects be adapted to become community engagement? For example, rather than involving volunteers in running a reading group for people with basic skills, people with basic skills could be recruited to liaise with peers and decide what the library service will be able to provide. They could be given a budget to do this and the necessary support and training. The group could then be responsible for implementing their ideas and for recruiting additional participants as needed.</p>		20 mins.