

## APPENDIX G

### Ideas generated for community engagement projects

As part of this project, sessions were held with library staff to explore possible opportunities for community engagement. The CSV Project Manager visited two library services as part of pilots designed to make recommendations and to identify opportunities for engagement. Some of the suggestions that include ways of involving the community in decision making are outlined below.

- A group could be set up of people representing a particular target audience. For instance, young people; or those with basic skills needs. The group would be supported by the library to identify new ways of attracting this target group and to improve the services offered. The group could act as advocates in the community by promoting these services; seeking feedback from other users; and initiating further developments.
- Setting up a neighbourhood partnership with the library, to identify additional services that would be valuable to the community and identify ways in which to implement these. Involvement of other organisations and departments best placed to meet the needs identified would strengthen this model of working.
- In an area where there was not a static library building to serve a number of different communities, one suggestion was to set up a working party to include membership from individuals in the community and representatives of the community and voluntary sector. The group could be given a budget to consult with peers; to put forward recommendations; and to identify other ways in which the area might be served by the library service using existing networks and partner organisations. The community would be involved in delivering additional services.

Other suggestions arose about how to involve people as volunteers. Some of these ideas are listed below. Engagement could be increased by involving the community in managing and developing projects such as these:

- Community gardens.
- Personal shopper service as part of audience development work.
- Awareness campaigns e.g. of health issues/ Black History Month/ World Book Day.
- Delivering additional or specialised reading groups.
- Increasing work with schools.
- Inductions for new members making people aware of all of the services on offer.