**MISSION:**
Saint Paul Public Library welcomes all people to connect, learn, discover, and grow.

**VISION:**
We imagine a Saint Paul where all people feel seen, safe, and welcome. We imagine a city where libraries bring people together to experience hope, joy, and creativity through learning.

**VALUES**
We believe that learning is a human right. We believe in curiosity. We believe in connection. We believe in the power of belonging.

**CONTEXT:**
Saint Paul Public Library recognizes that there are communities that have been marginalized due to structures and systems of power that create barriers to equal access, participation, and utilization of library services. It is with this understanding that we are intentional about expanding and integrating our community services to support all those who may benefit.

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### EXPANDING COMMUNITY SERVICES

<table>
<thead>
<tr>
<th>STAFF DEVELOPMENT AND CAPACITY BUILDING</th>
<th>COMMUNITY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INCREASED CAPACITY TO PROVIDE CULTURALLY-RESPONSIVE SERVICES</strong></td>
<td><strong>PROVIDING CULTURALLY-RESPONSIVE SERVICES AND SUPPORTS</strong></td>
</tr>
<tr>
<td>Increased understanding of community preferences related to resource/information sharing</td>
<td>Scaling culturally specific, community informed approaches</td>
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<tr>
<td>Improved internal communication</td>
<td>New programming co-created with community members</td>
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<tr>
<td>Expanded understanding of staff and library's role in the community</td>
<td>Provide library space and resources to community organizations serving specific cultural communities</td>
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<tr>
<td>Reduced bias among all staff</td>
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<table>
<thead>
<tr>
<th>STAFF</th>
<th>COMMUNITY</th>
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</thead>
<tbody>
<tr>
<td><strong>INCREASED SKILLS TO WORK WITH COMMUNITY MEMBERS</strong></td>
<td><strong>REDUCED BARRIERS TO ACCESS</strong></td>
</tr>
<tr>
<td>More career pathways within the library</td>
<td>Increased relevance of resources</td>
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<tr>
<td>Increased job satisfaction</td>
<td>Development of innovative responses to address access issues</td>
</tr>
<tr>
<td>Increased engagement from all staff to facilitate opportunities to promote anti-racism</td>
<td>Increased awareness of library resources and knowledge of resources outside of library</td>
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</table>

### ACTIVITIES

<table>
<thead>
<tr>
<th>SHORT TERM OUTCOMES</th>
<th>INTERMEDIATE OUTCOMES</th>
<th>LONG TERM OUTCOMES</th>
<th>ULTIMATE OUTCOMES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EVOLVING AND INNOVATIVE PUBLIC SERVICE THAT REFLECTS COMMUNITY</strong></td>
<td><strong>INCREASED SOCIAL CAPITAL AND COMMUNITY CONNECTIONS</strong></td>
<td><strong>COMMUNITY MEMBERS HAVE IMPROVED QUALITY OF LIFE, INCREASED HAPPINESS, AND HOPE FOR THE FUTURE</strong></td>
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<tr>
<td><strong>INTEGRATION OF EQUITABLE LIBRARY SERVICES</strong></td>
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### STAFF

- Staff time
- Flexible funding sources (public, foundation, private donors)
- Cultural and community knowledge
- Technology
- Reliable Internet access
- Library knowledge (early learning, digital inclusion, reliable information sources)
- Volunteer time

### COMMUNITY

- Collection (books, materials, and e-resources)
- # of programs
- # of visits to programs
- # hits on online resources lists
- # of libraries
- Circulation of materials in other languages
- Demographics/languages spoken by patrons
- # of engagement/outreach visits
- # of different types of activities
- # of community partners
- # of languages represented by staff
- # of referrals made (especially to social worker)
- # of questions answered (in languages other than English) during reference survey period
- # of volunteer hours
BACKGROUND AND EVIDENCE IN THE LITERATURE

In an effort to expand community services to diverse populations and cultural communities of Saint Paul, Minnesota, Saint Paul Public Library (SPPL) takes an innovative approach to partner with and serve such populations within its service area.

Libraries throughout the United States are increasingly including new strategies to engage diverse populations. However, there is limited evidence that they are measuring the associated outcomes. SPPL’s efforts to document its service model and evaluate the results of its efforts is critical to the field.

By identifying effective strategies and service models, SPPL can provide more equitable and improved access, participation, and utilization of library services for all communities.

“Have staff that look like the people who come in here. Be more welcoming. Engagement will lead to increase[d] connections to community. Let people know we’re here for you, and can connect you to resources. Safe spaces that you can use weekly.” – SOMALI LIBRARY STAFF MEMBER

“Thanks to the library, [my] daughter received homework help. When she didn’t have a computer, she would come to the library to use one. Use the internet with her iPad from school. I get excited to get books and read to my kids.” – SPANISH-SPEAKING LATINX LIBRARY PATRON

Community Specialists
Community specialists are key to SPPL’s approach. They are members of a specific cultural community and, if relevant, speak the language of origin of that community as their first language. They serve as a bridge between the library and their communities, connecting people to library services, programs, and resources.

National Movement
Libraries across the nation seek to engage with and expand services to diverse populations. Examples include:

- Provision of English Language Learning (ELL) opportunities
- Cultural Navigator Programs (CNP) that pair newly arrived immigrants with community members to facilitate relationships and build social capital and community connections among immigrant populations

American Library Association Study
In 2018 the American Library Association’s (ALA) Office of Public Programs convened a study to explore public library programs and services that serve new American populations. The team reviewed existing literature on the topic and conducted site visits to better understand the experiences of new American library patrons.

ALA then developed a comprehensive list of actionable recommendations for libraries to better support diverse populations. The key takeaway: The most successful and creative programs meet library patrons where they are and stress that public libraries are safe and welcoming places for all.

This program is funded in part with a grant from the Minnesota Department of Education using federal funding from the Institute of Museum and Library Services Grants to States program.