E-Government @ Your Library

March 4, 2015
Today’s Topic

A Library Partnership = Neighborhood Resource Center

This Webinar highlights the Library Partnership of the Alachua County Library District, which is a collaboration with the Partnership for Strong Families and over 30 other service providers expanding the traditional library role in its community. By sharing space, library staff and social service partners provide coordinated and complementary services to meet a client’s full needs. ACLD has now modeled a second branch, Cone Park, to offer similar services. Both of these branches are in at-risk, low-income areas of the City of Gainesville. Alachua County Library District (ACLD) originally became involved with eGovernment through a collaboration with NEFLIN (Northeast Florida Library Information Network) to administer a two-year LSTA grant. The grant goals were to research, develop and provide eGovernment service at libraries throughout the north-central Florida region. As networking for this project expanded, the concept of a neighborhood resource center combining a library and all its resources with community service providers, both governmental and non-profit, became a reality.
Today’s Presenter

Chris Culp
Public Services Division Director
Alachua County Library District
Alachua County Library District
Thinking Outside the Book....
eGovernment and Collaborations
How did ACLD get there?

• Initial eGovernment services instituted through LSTA funds originally granted to NEFLIN who contracted ACLD to oversee project.

• ACLD provided eGovernment resources and staff training to 8 library systems throughout a 14 county area.
eGovernment Goals

- Serving the public to the best of our ability.
- Providing essential services to our patrons.
- Changing with our patrons’ needs.
- Front line staff should be prepared and supported.
- Use community connections and networks.
Collaborations

- DCF
- Career centers
- Shands HealthCare
- Non-profits
- Florida Literacy Coalition,
- AARP
- Sheriff’s Office
- Gainesville Police Department
- Local volunteer groups
- Legal aid
- Veterans Affairs
- Florida Works
- University of Florida
- Alachua Count Human Resources Office
- Service Corps of Retired Executives (SCORE)
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• What is it?
• Who is involved?
• How it happened?
• How it works?
• Why it is needed?
• Why it is effective?
• Library Statistics
• Expansion Project
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- Alachua County Library District
- The Partnership for Strong Families
- Florida Department of Children and Families
- Casey Family Programs
What is it?

- Central community resource to strengthen families and increase the 5 protective factors
- Self Sufficiency, Family Support, Child Development, Health, Safety
- Library eGovernment & social services providers use shared space
Who is involved?

- Primary partners
- 40+ Social service agencies (ie: Housing Authority, Big Brothers/Big Sisters, Girl Scouts, Healthy Families)
- Community Residents & volunteers
How it happened?

- DCF, PSF, Casey Family Programs (CFP)
  - December 2007 – CFP partners with DCF and provided funding & T/A to develop concept to safely reduce the number of children entering foster care
  - PSF/DCF identified “hotspots” by zip code
  - Defined Neighborhood Resource Center concept
  - Developed list of potential government, nonprofit and faith based partners
  - June 2008 – met with agencies to request support & began to develop structure (library was not included)
How it happened?

- Alachua County Library District
  - Search for an Eastside Branch site
  - Seeking partner – UF, SFC, UF/Shands Hospital, City of Gainesville, School Board, local developers
  - FY 2008/09 Budget Plan – identified possibility of storefront library. LSTA grant received to fund LP.
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• Located in a strip shopping center and was originally about 7200 square feet.
• Within walking distance from an elementary and middle school, and Heart Pine School classes visit regularly
• On bus line
• Lots of parking
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How it works?

- Name combines ACLD and PSF
- Designed together with the ACLD architect
- PSF leases space from ACLD
- Shared meeting rooms, children’s library, kitchen and lobby
- Staff from both agencies work together
  - Coordinate hours of service/calendars
  - Work schedules
  - Programs
  - Volunteers
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How it works?

- ACLD-Manager and five staff members
  - Full service library
  - eGovernment emphasis
  - ACLD Taxing District & Friends of Library

- PSF-Manager and three staff members
  - Subcontracts with providers for services to DCF clients & community residents
  - Coordinates services from social service agencies
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Why it is needed?

- Highest incidence of child maltreatment & placement in foster care
- Highest % of total teen births
- Second highest % of Medicaid births
- Second highest % without high school diploma
- Third highest % of single parent families
- Need to increase protective factors to strengthen families and safely reduce entry into foster care
Why it is effective?

- Social service agencies and eGovernment providers (public library) housed together
- Work of social service agencies and library complement each other/lots of collaboration
- Cost effective and efficient
  - Operational costs shared
  - Share use of children’s space and meeting room
  - Agencies provide many programs (PSF-monthly calendar, ACLD quarterly computer)
Why it is effective – Library perspective?

- Not for all libraries or communities
- Public library commitment to eGovernment
  - In many cases, libraries designed their approach to eGovernment without input from providers
  - Collaboration provides better planning and approaches to meet the client’s needs
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Why it is effective – Library perspective?

Indirect benefits

- Enhances library’s place in the community
- Creates more support for library services by being ingrained in social service network – new advocates
- More opportunities for library to be invited to table
- More opportunities for specific collaborations
- Brings to library persons of all ages who might not otherwise use the library
Why it is effective – Child Welfare perspective?

- Provides a resource for at-risk families, in their community
- Co-location with library removes potential stigma associated with social service center
- Fosters collaboration among social service agencies
- Increases protective factors
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Data Collected

• Library Statistical Reports
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Number of Visitors to Library Partnership by Fiscal Year

- 2008-2009: 16,983
- 2009-2010: 58,111
- 2010-2011: 69,095
- 2011-2012: 78,110
- 2012-2013: 87,067
- 2013-2014: 86,579
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Number of Programs Presented at Library Partnership by Fiscal Year

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<th>Year</th>
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<tr>
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Program Attendance at Library Partnership by Fiscal Year

- 2008-2009: 361
- 2009-2010: 1233
- 2010-2011: 4209
- 2011-2012: 6939
- 2012-2013: 8139
- 2013-2014: 14237
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Number of new Library Cards Issued at Library Partnership by Fiscal Year

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<th>Fiscal Year</th>
<th>Number of Cards</th>
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<td>2013-2014</td>
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Number of Check Outs at Library Partnership by Fiscal Year

- 2008-2009: 11,880
- 2009-2010: 36,813
- 2010-2011: 41,332
- 2011-2012: 44,539
- 2012-2013: 53,284
- 2013-2014: 56,125
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Library Partnership 2014 Expansion
Increased in size from 7200 SQ FT to 14,196 SQ FT

Gained:
- New Large meeting room
- Two Small Study Rooms
- Quiet Reading Room
- Office and Conference Room Space
- Storage Space
Teen Space After Expansion
Children’s Area Before Expansion
Children’s Area After Expansion
New Space for Work and Study
New Study Rooms
Adult Computer Area Before Expansion
Adult Computer Area After Expansion
Partnership Meeting Room After Expansion
Library Meeting Room After the Expansion
Zombie Prom and Fall Festival 2014
Kwanzaa Program
Portraying an Old West Buffalo Soldier
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Success Breeds Success
Cone Park Branch
Numbers do tell the story

Corn Park Branch 2013 vs 2014 Statistics

- Visits: 6,872 (2013), 9,295 (2014)
- # of Programs: 11 (2013), 71 (2014)
- Program attendance: 241 (2013), 1,386 (2014)

Legend: 2013, 2014
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Any questions?

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Lib2Gov

• Webinar series on e-government topics – learn about what government agencies and libraries are currently doing in this space

• Next Webinar: March 11, 2015 @ 2:00PM EST
  o We Belong Here: Expanding Immigrant Access to Government and Community
  o Registration: http://ter.ps/AmPlace

• Share your experiences and content
  o http://lib2gov.org/community/content/all
Useful Resource

• The American Library Association E-government Toolkit
  o Created by the ALA E-government Subcommittee
  o Provides useful content regarding e-government
  o [http://www.ala.org/advocacy/advleg/federallegislation/govinfo/egovernment/egovtoolkit](http://www.ala.org/advocacy/advleg/federallegislation/govinfo/egovernment/egovtoolkit)
Question or Comments?

Thank You

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