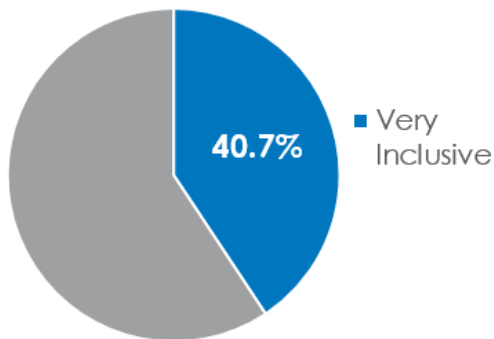


Inclusion Needs Assessment Executive Summary

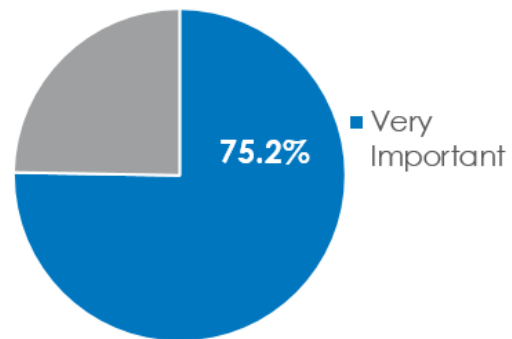
Initiated December 2018 | Completed May 2019

Perceptions of Inclusion at LPPL

1. **How inclusive** is the library currently?



2. **How important** is it to you that the library continues to focus on inclusion?



Averages among Patrons (377), Community Partners (12), Management (5) and Direct Service Staff (12)

Data Collection Methods & Key Findings

- **Focus Groups:** 1 Management Session and 1 Direct Service Staff Session captured internal perspectives.
 - Shared interest in maximizing program opportunities and resources for all patrons.
 - Willingness and generally positive attitude among staff, but a lack of knowledge and confidence related to inclusive practices.
 - Inconsistency within staff support structures and systems needed to reinforce inclusive practices.
- **Surveys:** 1 Patron Survey and 1 Community Partner Survey captured external perspectives.
 - Positive feedback regarding staff's attitude, demeanor and resourcefulness.
 - Lack of awareness regarding availability of inclusive resources and how to request such.
 - Limited knowledge as to *how* to submit feedback and *whether* feedback is welcome.

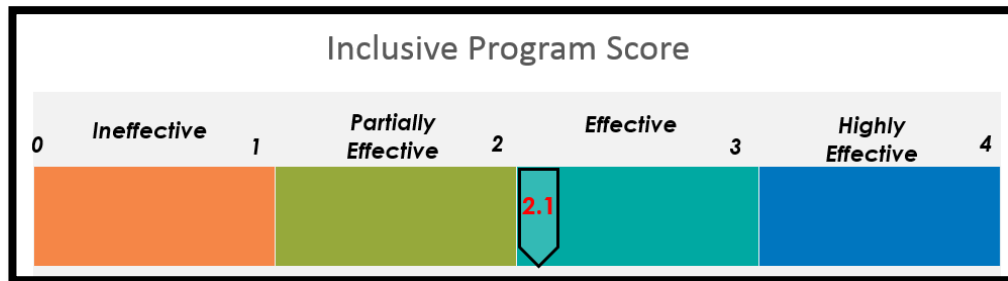
>50% of Patrons and >55% of Community Partners were unaware of the majority of LPPL's inclusive resources
- **Program Observations:** 5 Observations assessed available, accessible and adaptable program elements.
 - All programs received a score within the range of *Moderate Evidence* of inclusive features, exhibiting sufficient inclusive components and opportunities for maximization.

80% of programs observed exhibited strength in Active Engagement techniques for all
- **Environmental Audit:** 2 Environmental Assessments evaluated accessibility and usability of the space.
 - Overall, the space is fairly flexible and predominantly accessible for most individuals.
 - Specific small scale and large scale modifications can be considered to maximize the design of internal and external features, resulting in increased ease of use for all individuals.

Overall Outcomes & Analysis

Inclusive Program Matrix

**Assesses the current state of the site as it relates to inclusion and accessibility for all individuals.*



PROGRAM COMPONENTS	
ENVIRONMENT	Component Score: 2.4
SERVICES	Component Score: 2.1
PRACTICES	Component Score: 2.0
STAFF	Component Score: 2.0
ADMINISTRATOR(S)	Component Score: 2.3
CULTURE	Component Score: 2.6
COMMUNITY ENGAGEMENT	Component Score: 1.5

Areas of Strength

Administrative Attitude/Mindset | Vision/Mission | Values/Principles (3)

- Surveys and focus groups demonstrate that direct staff have adopted a positive and welcoming attitude towards patrons, aligning with the library’s global view of inclusion. Administrative staff models this vision and aims to increase overall inclusive efforts by supporting and training staff.

Accessibility (3)

- Surveys and environmental audit conclude that the library facility is predominantly accessible with some areas for improvement. The library also offers several adaptable and/or accessible resources to support inclusion.

Offerings (3)

- Observation revealed that library programs maintain many inclusive principles by offering flexible and open spaces, opportunities for independent utilization and active engagement.

Areas for Improvement

Community Outreach | Implementation (1)

- Surveys and focus groups indicate a lack of intentionally inclusive programming and advertising of inclusive resources. Additionally, a lack of avenues for eliciting feedback from patrons with disabilities and a general lack of confidence as to whether suggestions will be addressed was reported.

Staff Collaboration (1.5)

- Focus groups indicate a lack of opportunities to collaborate between departments and a lack of consistency in communication of inclusion policy/ procedures. Direct service staff reported limited knowledge of available inclusive resources and inconsistency in use. Patrons and community partners reported uncertainty as to how to request accommodations, if needed.

Administrative Guidance/Supervision (1.5)

- Focus groups indicate an inconsistent structure for supervision between staff and management across departments, resulting in reported breakdowns in communication and avenues for feedback. Focus groups and surveys indicate a need for increased staff training specific to patron interactions as well as support for management regarding supervision of staff with diverse abilities.

Overall Prominent Themes

- Productive level of **collaboration, commitment and shared vision** among the management/administrative team related to inclusion.
- Productive level of **willingness, resourcefulness and interest** among the majority of the direct services staff related to inclusion.
- Productive level of **planning and facilitation** around current community offerings and shared **interest in expanding** programming to reflect a more intentionally inclusive approach.
- Lack of **internal support structure** necessary to reinforce inclusive policies and procedures throughout the library and empower staff skill proficiency around inclusive practices.
- Lack of adequate **internal and external communication** specific to inclusion, related resources and services, as well as disability-focused community partnership development.
- Lack of current **resource utilization** in terms of maximization of current resources, universal integration of inclusive resources and reinforcement of consistent information among staff.

Recommendations

Recommendation	Internal Responsibility
<p>Environment</p> <ul style="list-style-type: none"> • Facility Improvement <ul style="list-style-type: none"> ➢ Consider minor environmental modifications to remediate small-scale barriers to accessibility and usability as outlined in Section VII. ➢ Consider major environmental modifications to remediate large-scale barriers to accessibility and usability as outlined in Section VII. (For consideration regarding 2022 Capital Project) 	Admin Board
<p>Services</p> <ul style="list-style-type: none"> • Resource Utilization** <ul style="list-style-type: none"> ➢ Consider developing an 'Inclusion Resource Guide' outlining available resources, location, application, tips for universal program integration, etc. ➢ Consider expansion of community offerings to include intentionally inclusive programs/groups. 	Admin Direct Staff
<p>Practices</p> <ul style="list-style-type: none"> • Policies/Procedures** <ul style="list-style-type: none"> ➢ Consider developing consistent standard expectations for internal inclusive practices to be implemented across departments and programs. ➢ Consider enhancing the program registration process by adding an option to request accommodations. 	Admin

<p>Staff</p> <ul style="list-style-type: none"> • Training/Skill Development** <ul style="list-style-type: none"> ➢ Consider formal evaluation of staff's understanding of inclusion topics and plan training based on evaluation results. ➢ Consider the following staff training topics: <ul style="list-style-type: none"> ○ Review of 'Inclusion Resource Guide' and internal protocol ○ Foundational concepts around disability inclusion ○ Patron interactions with a focus on practical application ○ Management/supervision of employees with disabilities 	<p>Admin</p>
<p>Administrator(s)</p> <ul style="list-style-type: none"> • Support Structure <ul style="list-style-type: none"> ➢ Consider implementation of staff-wide meeting structure to facilitate consistent communication across departments. ➢ Consider implementation of a consistent model of supervision between managers and direct reports. 	<p>Admin</p>
<p>Culture</p> <ul style="list-style-type: none"> • Internal Communication** <ul style="list-style-type: none"> ➢ Consider initiation of an Inclusion Committee to enhance communication and development of 'Inclusion Resource Guide' and/or internal protocol. 	<p>Admin Direct Staff</p>
<p>Community Engagement</p> <ul style="list-style-type: none"> • External Communication <ul style="list-style-type: none"> A. Consider enhancing approach to advertising available resources (materials and services) related to inclusion on website, newsletter, social media, signage, etc. • Feedback Collection/Implementation <ul style="list-style-type: none"> B. Consider refining systems for community input by clarifying avenues to submit feedback, providing a tangible/anonymous submission box, and utilizing more frequent community surveys. • Community Partnership Development** <ul style="list-style-type: none"> ➢ Consider initiating a targeted plan to engage community partners, specifically serving populations related to disability, mental health and homelessness. (This may include community members participating on an Inclusion Committee or providing staff training/resources.) 	<p>Admin Direct Staff</p>

** Indicates recommendations that may be supported through further consultation with Aspire.