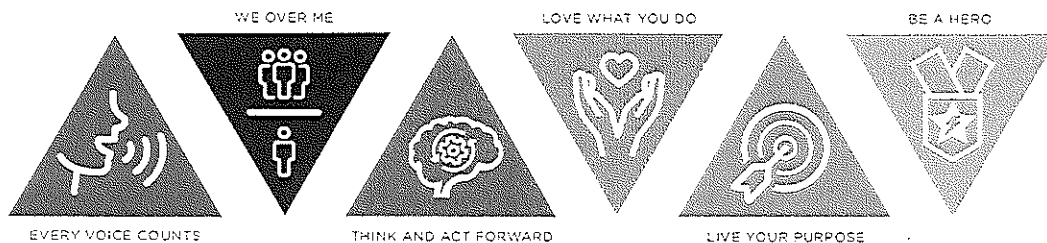


Cearra Harris
LIS 662 Information Services for Diverse Client Groups
Professor Julie Hersberger
Term Project Products
Providing Information Services to At-Risk Youth
April 8, 2019

Term Project Product:

Based on the research that I conducted I recommended that an action group be put into place to address the needs of Charlotte Mecklenburg Library's underserved youth. This team would consist of staff members from various library locations working together with the community to combat the county's negative statistics and aid in creating a better future for at-risk teens. The work on this team would align with Charlotte Mecklenburg Library's six culture principles and ensure that we are creating lifelong library users. A team proposal can be found below along with a drafted staff application and proposal evaluation completed by current teen serving staff members.



Charlotte Mecklenburg Library: Creating Better Futures Action Team

Group Proposal:

Purpose: Based on the results of a recent survey it is clear that teen serving staff members have the right intentions when creating programs for at-risk teen library users. They understand the dire position many teens are in regards to economic mobility and are in the process of creating new programs and bettering existing ones that combat the negative statistics. While it is clear that many teens know the types of programs that they would like to see facilitated in the library it is our responsibility to ensure that the programs align with their interests, lifelong goals, system standards, and educational competencies. The purpose of this action group is to ensure that the needs of at-risk youth in Mecklenburg County are being met through new outreach initiatives, the establishment and sustainment of meaningful community partnerships, and direct community input. This group will actively work to strengthen the library's community bonds and create new strategies and polices that will aid in bettering the futures of Charlotte Mecklenburg Library's underserved population.

Goals: The sole goal of this action group is to ensure that library program and initiatives align with the needs and wants of at-risk youth in Mecklenburg County. This group will work diligently to maintain current and establish new meaningful community partnerships, and help individual library locations create an outreach plan that helps them extend their reach to be sure that no teen is left behind. Specialized lesson plans will be created with the assistance of CML outreach department to bring new and innovative programs to underserved areas, and quarterly community meetings with teens and their families will be held to receive feedback, input, and to ensure that the established goals are being met.

Staff Incentive: By being a part of this new action group staff will learn how to successfully conduct surveys, lead a new initiative, and establish positive relationships in the community. The work done in this group will make certain that staff is reaching all six of Charlotte Mecklenburg Library's culture principles!

Commitment: Staff members on this work group must commit to serving for 2 years. They must also commit to attending scheduled meetings, and completing all required work. Must also commit to assisting in planning and facilitating one quarterly community meeting per year. Email and/or phone communication will be expected outside of monthly meeting times to achieve team goals

Meeting Length: 60 – 90 minutes

Meeting Format: In person, conference calls, Skype

Staff Requirements: Once given approval from your supervisor all staff are encouraged to apply. Teen serving staff and staff working directly in at-risk communities are especially encouraged. All interested staff members must complete an application.

Charlotte Mecklenburg Library: Creating Better Futures Action Team

Staff Application

Name:

Supervisor Approval:

Library Location:

Current Position:

Time in Current Position:

List the other teams you are on:

Why do you want to be a member of this team?

What assets will you bring to this team?

In what ways do you believe that the library can better serve Mecklenburg County's at-risk youth?

Do you agree to attend the team's required meetings and participate in at least one community meeting per year?

Charlotte Mecklenburg Library: Creating Better Futures Action Team - specify in team name that it is youth/teen focused?

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→ analysis/ update of existing pros + cons to reach w/ goal?

Charlotte Mecklenburg Library: Creating Better Futures Action Team

Staff Evaluation

Name: Tara Smith

Current Position: Teen Librarian

Time in Current Role: 2 years

1. Do you feel as if an action group that focuses on underserved teen would be beneficial to Charlotte Mecklenburg Library, and our community? Why or why not?

Absolutely. Many locations rely solely on the outreach dept. to find & serve new populations rather than building relationships with those communities on their own. Staff need better tools to make connections and assess (& respond to) community needs.

2. What adjustments do you believe would need to be made to the group proposal to receive approval from administration?

- draft timeline for first 2 years
- sample meeting agenda for first mtg.
- ideas for what community meetings would look like/involve

3. How would you suggest we measure the team's impact and success?

- increase in outreach to underserved comm. (# of progs)
- surveys (informal or formal) @ outreach progs to gain customer feedback
- # of new community partnerships
- attendance at/participation in comm. meetings (# rate of growth)
- staff self-reporting on activities, comfort level w/ skills, etc.

4. If this action team was approved and put into place would you consider joining? Why or why not?

Yes, if I had the bandwidth/time w/ my other commitments. I want to become more involved in outreach to at-risk youth & could use guidance/support/partnerships to do so.

5. Please share any other feedback below:

I think this is a much-needed team in our library, especially given the wide variety of areas & populations we serve. Cearra is a natural fit to lead given her passion for Charlotte's youth and successful outreach initiatives she's developed.

Charlotte Mecklenburg Library: Creating Better Futures Action Team

Staff Evaluation

Name: Kiara Garrett

Current Position: Teen service specialist

Time in Current Role: 4.5 years

1. Do you feel as if an action group that focuses on underserved teen would be beneficial to Charlotte Mecklenburg Library, and our community? Why or why not?
Yes; because the library serves as a ^{free} resource for this community: we consistently act as advocator for them & having this ~~type~~ type of group & role from staff to not only advocate for them but to find better ways to serve them & be beneficial to them.
2. What adjustments do you believe would need to be made to the group proposal to receive approval from administration?
 - prepared lesson plan (examples to see ^{how & what will} ~~what examples~~ go on during a planning process / programming
 - list of partnerships ~~that~~ the group will be working with throughout the program plan.
3. How would you suggest we measure the team's impact and success?
pre, mid & post program surveys w/ both outreach / staff & participants
4. If this action team was approved and put into place would you consider joining? Why or why not?
Yes; being as my branch currently works with this population I would want to join to not only better serve them ~~and~~ and build that relationship ^{& connection} btwn myself the teens/youth & the library.
5. Please share any other feedback below:

Charlotte Mecklenburg Library: Creating Better Futures Action Team

Staff Evaluation

Name: *Darius Smalls*

Current Position: *Senior Library Assistant*

Time in Current Role: *5 years*

1. Do you feel as if an action group that focuses on underserved teen would be beneficial to Charlotte Mecklenburg Library, and our community? Why or why not?

Absolutely, as one of the most difficult places for impoverished families to find financial growth, it is imperative that focus is placed in one of shortcomings of this fast-growing city. There also is a lack of affordable programs and services for teens and their families, leaving a need for the Library to fill in the community.

2. What adjustments do you believe would need to be made to the group proposal to receive approval from administration?

The goals for the team have to be measurable, whether through program attendance or impact on teen wellness as a whole. Think of ways this info can be captured to show how the team's influence directly impacts teens. Also, specific partnerships that the team is seeking to reach... YMCA? Boys and Girls Club? Boys/Girl Scouts? What benefits do you hope to glean from each one? Specific Timeline for Goals?

3. How would you suggest we measure the team's impact and success?

Surveys, polls, program participation, as well as results of community projects. Number of new offerings for teens compared to what is available now in the Charlotte Area.

4. If this action team was approved and put into place would you consider joining? Why or why not?

As a passionate programmer for both children and teens in the community, I would definitely consider joining a team such as this. I feel that teens in Charlotte would benefit greatly from increased involvement in library programs and partnerships between organizations that create opportunities for them.

5. Please share any other feedback below:

I love how this team would bring Outreach into a more intimate partnership with each branch. Also creating lesson plans would ease the workload on many branches that may only have a single teen programmer.

Charlotte Mecklenburg Library: Creating Better Futures Action Team

Staff Evaluation

Name: *Lidia Maier*

Current Position: *Senior Library Assistant*

Time in Current Role: *4 years*

1. Do you feel as if an action group that focuses on underserved teen would be beneficial to Charlotte Mecklenburg Library, and our community? Why or why not?

I do feel a team focusing on this particular topic is needed because the library is full of resources that this particular population needs.

2. What adjustments do you believe would need to be made to the group proposal to receive approval from administration?

A timeline action plan.

3. How would you suggest we measure the team's impact and success?

We should measure the team's impact by surveys given to this particular population that aren't similar to current ones and especially measuring interaction w/ students and staff.

4. If this action team was approved and put into place would you consider joining? Why or why not?

I would consider joining this team because this particular population is one I'd like to see grow.

5. Please share any other feedback below:

Programs that assist this population with FASD and mental health would go a long way.