

# Welcoming Spaces: Library Consultation Project



**GOAL:** Maintain welcoming, safe, and supportive environments for everyone in the community.



## SPACES

### STRENGTHS

- Safe and welcoming
- Extensive hours
- “Community living room”

### OPPORTUNITIES

- Flexible spaces
- Educational programs to address root causes of vulnerability



## COLLABORATION

- Library to library information sharing
- Agency and organizational partnerships

- Act as “hubs” for service access
- Redirecting needs inquiries to best local agency



## STAFF

- Empathetic staff
- Solution-oriented
- Extensive training

- Focus on safety, security, and inclusion
- Support through challenging behaviours



## STRUCTURE

- Guidelines and policies available
- Core mandates about support and access

- Resource allocation
- Review of exclusionary practices

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## BENEFITS



**Continuous improvement** for libraries and employees, individuals, and communities as a whole.



Deepen and **expand partnerships** and service points to support the community.



**Stigma-busting** and promoting a culture of inclusivity and diversity, reducing discrimination.



**Collective compassion** and understanding for those with challenges or experiences different from our own.

## NEXT STEPS



- Develop short and long term implementation plan.
- Review safety plans.
- Enhance partnerships and programming opportunities.
- Increase staff training.
- Review practices with a lens of inclusivity and diversity.

Project completed by Hume McKenna Associates for Ajax, Clarington, Oshawa, Pickering, and Whitby Public Libraries.  
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