

# Memphis Public Libraries: An Institutional Learning Journey



**November 3, 2019**

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# Purpose & Outcomes



**Purpose:** Build understanding around the development of high quality programmatic experience across branches.

**Outcomes:**

- ❧ To strengthen a foundation and structures for learning and sharing across branches
- ❧ To collaboratively discuss and reconstruct identified priority areas, systems, and processes (Programs, Engagement, Outreach, Partnerships, Communications, and Professional Growth/Development) for Library Services
- ❧ To identify/develop and utilize tools and processes for collecting feedback, evaluating our work, and measuring impact

**Essential Question(s):**

How does our work touch and influence the larger scope of work for Youth/Young Adult Development?

# Agenda



- \*Get to know one another
  - \*Who is MPL?
  - \*Our Journey...
  - \*Our Tools
  - \*Reflections
- \*Where Are We Now?
- \*Our Stats & Results
- \*What's Next?



# “House Keeping”



- ❖ **Parking Lot:** Feel free to add thoughts, wonderings, and questions for follow-up
- ❖ **Restroom & Calls:** Please feel free to step out as needed for Bio Breaks and to take calls.

# Community Builder



## ***"Two Truths... One Falsie"***

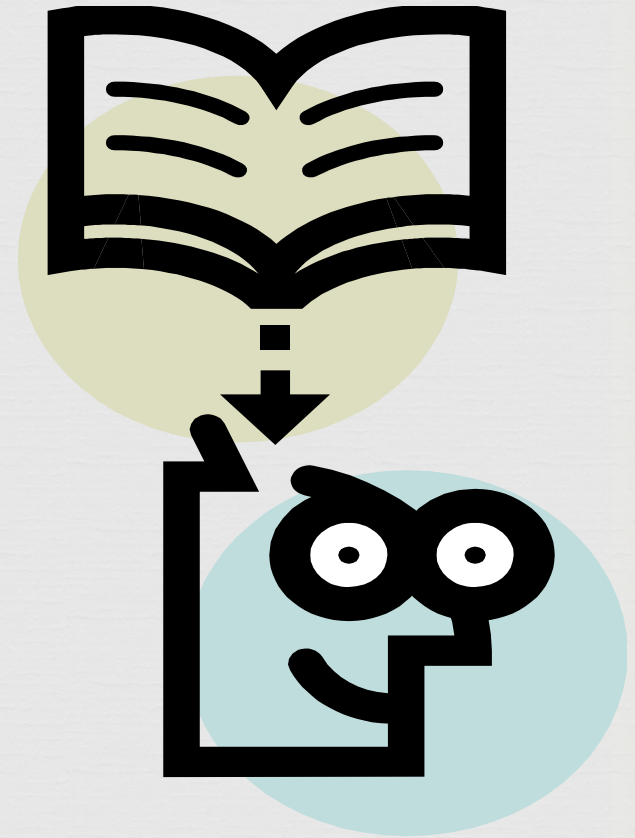
*\*Move into small groups of 3-5 (with individuals you don't know).*

- List **2 truths** about yourself (BE CREATIVE) (1min.)
- List **1 Falsie** about yourself (BE CREATIVE) (1min)
- Do a round robin share-out of your 3 items. (30 sec.)
- Group members are to guess which is the **Falsie!**

# Who Are We?



- ✓ My role, responsibilities & support structure
- ✓ Memphis Public Libraries (Historical Context)
- ✓ Why this work?

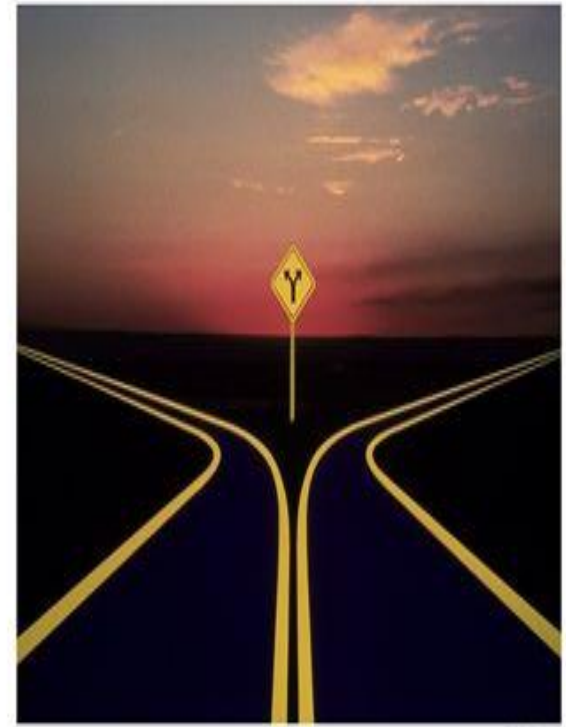


# Our Journey



“The good, the bumps & the reset”

- ❑ Our starting point...
- ❑ Shifts & turns...
- ❑ Collaboration, development, improvements & enhancements



# Think, Turn & Talk



*\*Share with a back or side partner the answers to the following questions:*

- ❖ Where are you (branch/org) in your journey?
- ❖ What **2-3** actions have you and/or your team taken recently to enhance your work.
- ❖ Share: What has been the impact on your branch/org?



# Let's Talk Processes, Tools & Resources



- ❖ Emerging Processes: Project Team Proposal Review & Funding, Coordinators Monthly Program Priorities Selection, Retreats & Institutes
- ❖ Newly Implemented Large Scale: Connect Crew (Mobile Program Team)
- ❖ Notable Tools & Professional Learning: MPL Framework Sharing & StaffCon
- ❖ Notable Outreach & Partnerships: Shelby County Schools Librarians In-Service, Code Crew & Indie Memphis

# Examples



## YOUTH JUSTICE HUBS

Participatory Defense is a community organizing model for families of youth with active cases in the Shelby County Juvenile Justice system. This model focuses on the importance of children and families staying together and being involved, active participants in their legal representation. Participatory defense emphasizes community-based, rehabilitative alternatives to detention. Our hubs offer support in local communities.

### Participatory Defense vs. Non-Participatory Defense

**Non YPD Model**



**Time Served**

vs.

**YPD Model**



**Time Saved**

Reorienting the juvenile justice system towards principles of **rehabilitation and support** rather than punishment and retribution not only strives for the promise of a more **fair and equitable** system, but also seeks better returns in **public safety**.


Smart, Safe & Fair Fact Sheet: 9/4/18

**Youth PD Hubs**



Youth Justice Hubs are community spaces where families and other youth justice team members gather. Hubs serve as a lifeline for families/youth when they are experiencing the Juvenile Justice system in real time. Hubs provide safety, support and stability when families need it most.

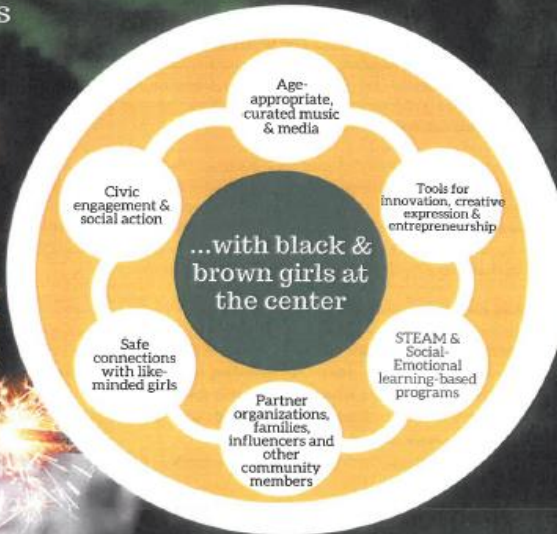
To track Just City's Youth Justice Initiatives, click & subscribe to our newsletter.  
[www.justcity.org](http://www.justcity.org)



## Shelectricity

Transforming girls' lives at scale

It's an app, in-person programs & a community of support...



A girls' empowerment ecosystem that brings together technology, culture, and community to create safe & nurturing online & in-person environments for girls to learn, grow, innovate & lead

**SHELECTRICITY.ORG**





# Examples

## CREW NEWS

THE *so far* MONTHLY NEWSLETTER FROM CONNECT CREW

April 2019

Vol. 4

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April 2019

## Jack and Jill STEM

Melissa, Robert, and Jessica helped out Dara and Central Children's Department to provide STEM activities. We taught kiddos basic functions of the LEGO Mindstorm Robots. Melissa used Keva Planks to teach children about building and engineering. She also led a musical performance!



Children completing Mindstorm challenges



Participants using Keva Planks to build structures

## Poem in Your Pocket Day



Jessica and Robert went to a few libraries passing out poems to staff and library patrons.

Our customers loved receiving unexpected poetry. The most touching story comes from Whitehaven when our own Ricky was randomly given his favorite poem! He was able to recite it by memory back to us!

(Left) Ricky holding his favorite poem—Dreams by Langston Hughes  
(Right) Robert passing out poems



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April 2019

In honor of Earth day, Janae and Taylor visited two branches, North and Gaston Park to share with youth how Earth Day got its start. Janae shared how we can take steps to save their plant from pollution and harmful plastic waste. The children were able to learn about the basics of planting and planted their own Sunflower seed to take home with them. The children had a great time decorating their pots and making some cool abstract designs on the pots.



Janae talking to teens at North about Earth Day



Children painting pots for Earth Day



Gaston Park teens enjoying Earth Day program

## Techy Seniors

Techy Senior programming will soon start at senior and community centers in May. Techy Senior helps seniors use and understand how to use an Apple iPad or Samsung Tablet and allows them to have access to all of the Memphis Public Library resources in the comfort of their own home. If you would like for the Connect Crew to offer Techy Senior at your local branch, reach out at 901-415-2850, and let us know your dates!



Seniors learning about cameras during Techy Seniors. Special thanks to Sean from CLOUD90!!

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# Examples





# Reflections & Revelations



## Reflections

- ❧ Our work is *marathon* work, not *sprint* work.
- ❧ Support for the work has to happen at every level.
- ❧ Everyone has to be buy-in to change.

## Revelations

- ❧ Our team discovered everyone possesses a talent or skill that adds value to our work.
- ❧ Shift behaviors- experience positive impact- minds shift

# Here & Now



## System-wide Impact

- ❧ Consistency in planning and implementation
- ❧ Replication of high quality programs
- ❧ Capacity-building Professional Development

## Diverse Program Offerings

- ❧ Barrio Writers' Workshops
- ❧ E-Sports/Gaming via STEM
- ❧ Fashion Design Workshops
- ❧ Competitive Legos Mindstorm & Robotics Teams



# Stats & Results

START  
HERE

**MEMPHIS PUBLIC  
LIBRARIES**

By the  
Numbers

EXPLORE MEMPHIS '19



Explore Memphis is the Memphis Public Libraries summer learning initiative. This year's theme was "A Universe of Stories". The Library offered engaging programming, various reading initiatives, and connections with outside organizations to promote city-wide exploration. Explore Memphis is presented by TVA with support from Friends of the Library and the Memphis Library Foundation. Our mission is to motivate participants to read and learn during the summer through engaging programs, creative partnerships, and free resources.



## Busy Summers

Active Cardholders +9%

Door Counts +12%

Circulation +17%

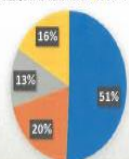
Program Attendance +60%



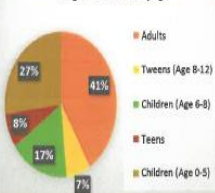
June and July are our busiest months of the year, and our numbers show increased monthly usage as compared to the rest of the year.

### Program Attendance by Type

■ CULTURAL, LIFELONG LEARNING ■ YOUTH STEAM  
■ JOB, CAREER, ENTREPRENEURSHIP ■ YOUTH LITERACY



### Program Attendance by Age



Library programs were attended by close to 40,000 people during Explore Memphis, a 44% increase from last summer.

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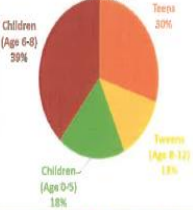
**MEMPHIS PUBLIC  
LIBRARIES**

By the  
Numbers

EXPLORE MEMPHIS '19

### STEAM PROGRAM ATTENDANCE BY AGE

7,733 TOTAL



The Cornelia Crenshaw Library was surprised when a group of scouts from Sweden participated in their "Make a Planet" program. "From this city, Memphis, we will take with us the friendliness from your library." - Swedish Scouts



Children interacted with rocks and mineral kits provided by the Pink Palace and also engaged with snakes and other animals with Shelby Forest Rangers.



Children had fun with rollercoaster and Stomp Rocket Challenges while learning about engineering, force, and momentum.



Keva Planks challenged children, teens and teens to see how high they could go without sacrificing stability.



CodeBots and Spheros introduced robotics and coding to young ages, while Lego Mindstorm camps kept Tweens engaged. Finally, teens competed in robotics competitions with CLOUD901's Memphis MechWarriors.



Who knew areas could teach you about phases of the Moon? Children also made all sorts of slime while Teens worked diligently in CLOUD901's Art Studio

START  
HERE

**MEMPHIS PUBLIC  
LIBRARIES**

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Numbers

EXPLORE MEMPHIS '19



On July 22nd, 1,800 children received free ice cream thanks to Blue Bell Ice Cream.

Also, in partnership with Shelby County Schools, over 15,000 lunches and snacks were given to youth in the library throughout the summer.



The Memphis Youth Poetry Team, sponsored by Friends of the Library and housed in CLOUD901, traveled to Las Vegas for the annual Brave New Voices poetry slam festival and came one point from the reaching the finals.

"It was just a very validating moment to see that... Memphis teens, Memphis youth, Memphis poets are worthy of greater things."

Thank you to our partners that offered freediscounted rates to library card holders during the summer!



TVA provided Home Improvement workshops at various locations. In addition, over 16,000 adults attended library programs and received guidance in Business/Nonprofit assistance, legal assistance, job and career, personal finance, music lessons, movie discussions, books clubs, arts and crafts, and more.... To the right, we see the Cossitt Pop-Up Library in action on South Main Trolley Night.

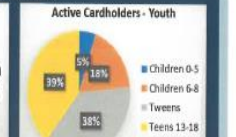


Adults can make slime, too!



The Jobs in July Career Fair, hosted by JobLINC, SHRM-Memphis and AJC-Workforce Investment Network, assisted 3,500 people in applying for jobs. People had the option of taking advantage of free ties, haircuts, resume reviews, and mock interviews prior to venturing into the fair for face to face time with area employers.

Over a quarter of a million items were checked out this summer, with about 56,000 active library cards.



# What's Next for MPL?



## Refine & Expand

- ❧ National Partnerships & Case Study
- ❧ Grant Awards: Memphis Library Foundation & Friends of the Library
- ❧ University/ College Partnerships & Lectures
- ❧ Staff-led Professional Development

## Branch Enhancements

- ❧ Focused Camps & Year-round Literacy Programming
- ❧ Teen Innovation Centers (International Paper & Friends of the Library)
- ❧ Discover READ Early Literacy Centers (International Paper)



# Conclusion & Q/A



❧ Our journey continues daily with community needs at the core.

❧ We will continue to learn with and through each other.

❧ Our team remains in learning orientation.

❧ Staff members continue to push each other to move beyond their comfort zones.

# Thank-You!



**ENJOY THE REMAINDER OF THE DAY!**

