



Ajax Public Library Anti-Black Racism Committee: Ajax Community Survey Executive Survey of Findings

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As part of its Terms of Reference development, the Ajax Public Library's Anti-Black Racism Committee undertook a survey of the Ajax community from October 9 - 20, 2020. 12 questions were devised to gauge if the Library offered an inclusive environment, to share seen or experienced anti-Black racism while at the Library, to seek feedback on addressing anti-Black racism as an institution, to identify age groups to target in this work, to share what Library resources (books & other materials, programs, staff, spaces, other) should be deployed to support the Ajax Black Community, and what role the Library should play and to recommend with whom the Library should collaborate. In addition, participants were asked if they were willing to share personal experiences, resources and contacts directly with the Committee. After consultation with key community stakeholders, email invitations were sent to all current Library users registered for the Library's eNewsletter, all current partner and local organizations, including the Town of Ajax's Anti-Black Racism Task Force. Library staff provided paper and online survey options for customers in each branch during the 14 days of the survey.

891 surveys were completed with 30% identifying as Black, 76% as Ajax Public Library users, and 61% as aged 36-66. While the majority (90%) expressed that the Library offers an inclusive environment for customers, 10% have seen or experienced Anti-Black Racism while interacting with staff, customers and collections. A strong emphasis on working with youth (66%) as well as offering programs (72%) and collections (69%) were expressed as ways to combat anti-Black racism and to help the Ajax community reach its full potential.

Based on these survey results, the Ajax Public Library's Anti-Black Racism Committee has identified three opportunities for improvement as part of its short and long term goals:

1. **Staff Education** to counter and identify misconceptions, prejudice, and biases, and enhance customer service;
2. Expand **Collections and Community Engagement** to address anti-Black racism and improve inclusivity and representation;
3. Review and revise **Policies and Procedures** to develop a corporate culture addressing anti-Black racism and to combat institutionalized racism at the Library.