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SUBJECT: Duluth receives the 2013 Voice of the People Award for Transformation in Public Library Services

BY: Jessica Tillman

Duluth receives the 2013 Voice of the People Award for Transformation in Public Library Services

Duluth, MN—The International City/County Management Association (ICMA) and the National Research Center, Inc. (NRC) announced Monday that Duluth has received the 2013 Voice of the People Award for Transformation in public library services.

The Voice of the People Awards for Transformation are given by the ICMA and NRC to the communities showing the biggest improvement in service ratings as voiced by their own residents through the National Citizen Survey™ (NCS), a tool that enables local governments to gather high-value citizen data to inform budgeting, goal setting, performance measurement, and program planning. Winners are identified from the communities that conducted the NCS in 2012 and showed the greatest improvements in ratings from their last survey and larger than improvements shown in all other eligible jurisdictions.

“The Duluth Public Library is very excited to hear that we have received the Voice of the People Award for Transformation in public library services,” says Carla Powers, Library Services Manager. “Within the last couple of years, our library has grown from a place to check out books to a hub of community activity, and that infusion of positive energy is indicative of a broader movement in the Duluth community.”

After several years of reduced library hours due to city budget challenges, the voters of Duluth passed a referendum in 2011 that freed up additional funding for the library. This vote of confidence inspired the library’s staff and supporting organizations to take library services to the next level by not only restoring the hours that had been lost, but by organizing more programs and free events at the library than ever before. The success of new services and fulfillment of community needs has fueled more donations to Friends of the Library and the Library Foundation, which in turn help the library continue to build on the momentum.

“When a community unites in support of a service they value and appreciate, this kind of transformation happens,” says Mayor Don Ness. “This award represents the improvements we’ve been able to realize with the backing of a strong public commitment to library services.”

Duluth was recognized at ICMA’s 99th Annual Conference in Boston, MA, on September 23,

2013.

The International City/County Management Association (ICMA) is a local government leadership and management organization, and the National Research Center, Inc. (NRC), is the nation's leading survey research firm for local government.

Access Duluth's National Citizen Survey results at
http://www.duluthmn.gov/surveys/national_citizen_survey/index.cfm.