

### B1a One-on-One Conversations

#### Purpose:

- Build relationships with local stakeholders.
- Align the library with goals of community organizations.
- Learn about the strengths, needs, and challenges of the community.

#### Description:

Library leadership identify local stakeholders (Leaders, Partners, Funders, Grant-makers, Community Development Corporations, the City, etc.) that the library would like to build or strengthen relationships with. The consultant team and library leadership representative(s) invite stakeholders to hour-long conversations in person or conference call. The library team informs and updates the stakeholder on the process, and asks strategic questions to gain insight where the process can further align with the community and its wellbeing.

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#### This Results in:

- The library is able to position itself as a leader in the community and building on community strengths and assets.
- The library is able to strengthen its relationship with community organizations and leaders and supports building a stronger community together.

#### Sample Questions:

- What are the strengths of the city?
- What are your future goals for the city?
- What are the external forces of change affecting the city?
- What are the challenging aspects of doing your work?
- Who is “missing from the table”?
- What are some of the “big wins” in the work you do?
- What support and networks do you find most helpful?
- Please tell us about the communities you serve!
- How can the library be a better partner in your work? How can our organization fit within your goals?

### B1b Group Meeting

#### Purpose:

- Build relationships with local stakeholders.
- Align the library with goals of community organizations.
- Learn about the strengths, needs, and challenges of the community.

#### Description:

The library hosts local stakeholders (Leaders, Partners, Funders, Grant-makers, Community Development Corporations, the City, etc.) identified by library leadership that the library would like to build or strengthen relationships with. The consultant team leads an informative conversation on the process, followed by a conversation facilitated by the consultant team to gain an understanding of community strengths, challenges, and opportunities that the library can contribute toward a stronger community.

#### Example Photo:



*Forum for non-profit organizations in Grand Rapids, Michigan.*

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#### This Results in:

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### B1c Breakfast

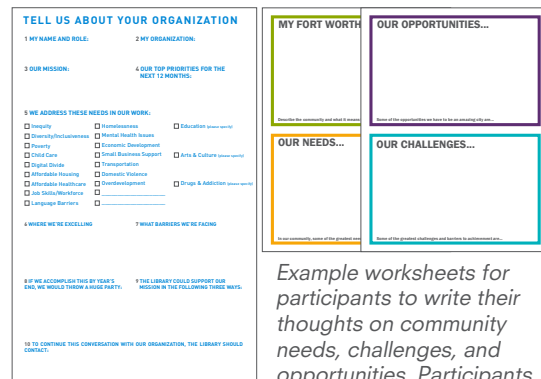
#### Purpose:

- Build relationships with local stakeholders.
- Align the library with goals of community organizations.
- Learn about the strengths, needs, and challenges of the community.

#### Description:

The library hosts local stakeholders (Leaders, Partners, Funders, Grant-makers, Community Development Corporations, the City, etc.) identified by library leadership that the library would like to build or strengthen relationships with. The consultant team leads an informative presentation on the process during breakfast, followed by a worksheet activity, then conversation facilitated by the consultant team to gain an understanding of community strengths, challenges, and opportunities that the library can contribute toward a stronger community. After the conversation, participants have time to network and further discuss their ideas.

#### Example Materials:



The example materials include an organization brief and four worksheets. The organization brief is a form with sections for: 1. MY NAME AND ROLE, 2. MY ORGANIZATION, 3. OUR MISSION, 4. OUR TOP PRIORITIES FOR THE NEXT 12 MONTHS, 5. WE ADDRESS THESE NEEDS IN OUR WORK (with checkboxes for various community issues), 6. WHERE WE'RE EXCELLENCE, 7. WHAT BARRIERS WE'RE FACING, 8. IF WE ACCOMPLISHED BY YEAR'S END, WE WOULD THINK ABOUT THESE, 9. THE LIBRARY COULD SUPPORT OUR PRIORITIES IN THE FOLLOWING THREE WAYS, and 10. TO CONTINUE THIS CONVERSATION WITH OUR ORGANIZATION, THE LIBRARY SHOULD CONTACT. The worksheets are: MY FORT WORTH, OUR OPPORTUNITIES..., OUR NEEDS..., and OUR CHALLENGES...

Example organization brief that participants use to describe and share information about their organization and where the library can help fill gaps.

Example worksheets for participants to write their thoughts on community needs, challenges, and opportunities. Participants will use the sheets during a group discussion.

#### This Results in:

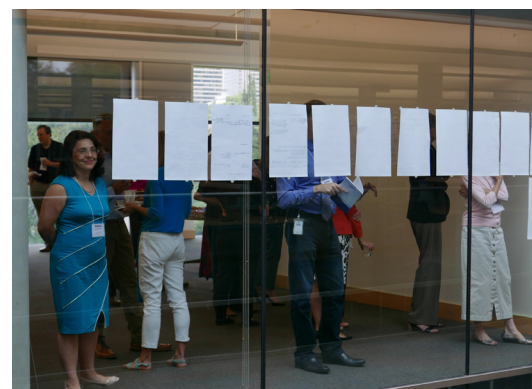
- The library is able to position itself as a leader in the community and building on community strengths and assets.
- The library is able to strengthen its relationship with community organizations and leaders and supports building a stronger community together.

#### Sample Agenda:

- Getting Settled and Mingling (10 minutes)
- Welcome and Introductions (15 minutes)
- Context-Setting: Presentation on process and objectives (10 minutes)
- Our Community Needs: Worksheet Activity (20 minutes)
- Sharing Opportunities, Needs, and Challenges: Group Discussion (30 minutes)
- Close, Thank you, Next Steps (5 minutes)
- Networking, Mingling, and Gallery Walk (worksheets are posted and participants are invited to walk and read others' responses while networking) (30 minutes)



Participants at the community stakeholder breakfast in Anne Arundel County.



Participants participating in the Gallery Walk.

### B1d "World Cafe"

#### Purpose:

- Build relationships with local stakeholders.
- Align the library with goals of community organizations.
- Learn about the strengths, needs, and challenges of the community.
- The purpose is to share the direction of the work effort and generate deeper community discussion around the themes.

#### Description:

The library hosts a "World Cafe" event to convene many community organizations and incorporate their perspectives and expertise on their subjects. Participants self-select two themes such as education, diversity and inclusion, or arts and culture, in which they will join in a break-out discussion for each, then participants will share their key-takeaways with the entire group.

#### Example Materials:



Tickets participants used to select which themed discussions they would like to participate in. On the back of the ticket are thought-starter questions.

#### This Results in:

- The library is able to position itself as a leader in the community and building on community strengths and assets.
- Participants see how the library is a community convener and feel engaged in the future "feedback loop" that the library is creating in order to be an essential contributor to the health and wellbeing of the community.

#### Sample Agenda:

- Arrive and get settled, select your themes ( 10 minutes)
- Presentation Summary of Process (10 minutes)
- Round Table Discussion #1 (first theme) (30 minutes)
- Round Table Discussion #2 (second theme) (30 minutes)
- Group share-outs (40 minutes)



Participants networking after the "World Cafe."



Participants engaging in discussion.

## B2 Customer / Patron Discussion

### Purpose:

- Build relationships with community members.
- Learn about the strengths, needs, and challenges of the community.
- To garner feedback about what the community will want the library to do, be and contain for themselves, their families and their neighbors (based on community needs, dreams and aspirations).

### Description:

The format is a casual conversation to elicit information on what the community would like the library to be to help support their needs and aspirations.

### Example Photos:



*Focus group participants engaging in an activity.*