

### When to use this engagement:



To get the community excited about the possibilities of what this new library will be for their community.



To garner feedback about what the community will want the library to do, be, and contain for themselves, families, and neighbors.



To communicate the status, goals, and objectives of the project.

### Purpose:

We want to know about the community! We want to learn how the Library be a stronger life partner by designing a facility that fosters and is responsive of what the community needs and wants.

### Tone and Messaging:

*The Library is a gift to thy community! It's a new era at the Library and we are thrilled to engage you in the design of your re-imagined brand new library that will do....!*

*"We've heard lots of things about what you want, what you don't want, why you want it to be relocated, why you don't..." (acknowledge this work isn't easy, we hear contradictions...)*

*"We are building on that to continue OUR learning to hear more from you that will enable us to provide awesome services, stuff, and anything that will get you in our building 24 hours!"*

### Questions we are listening to answer:

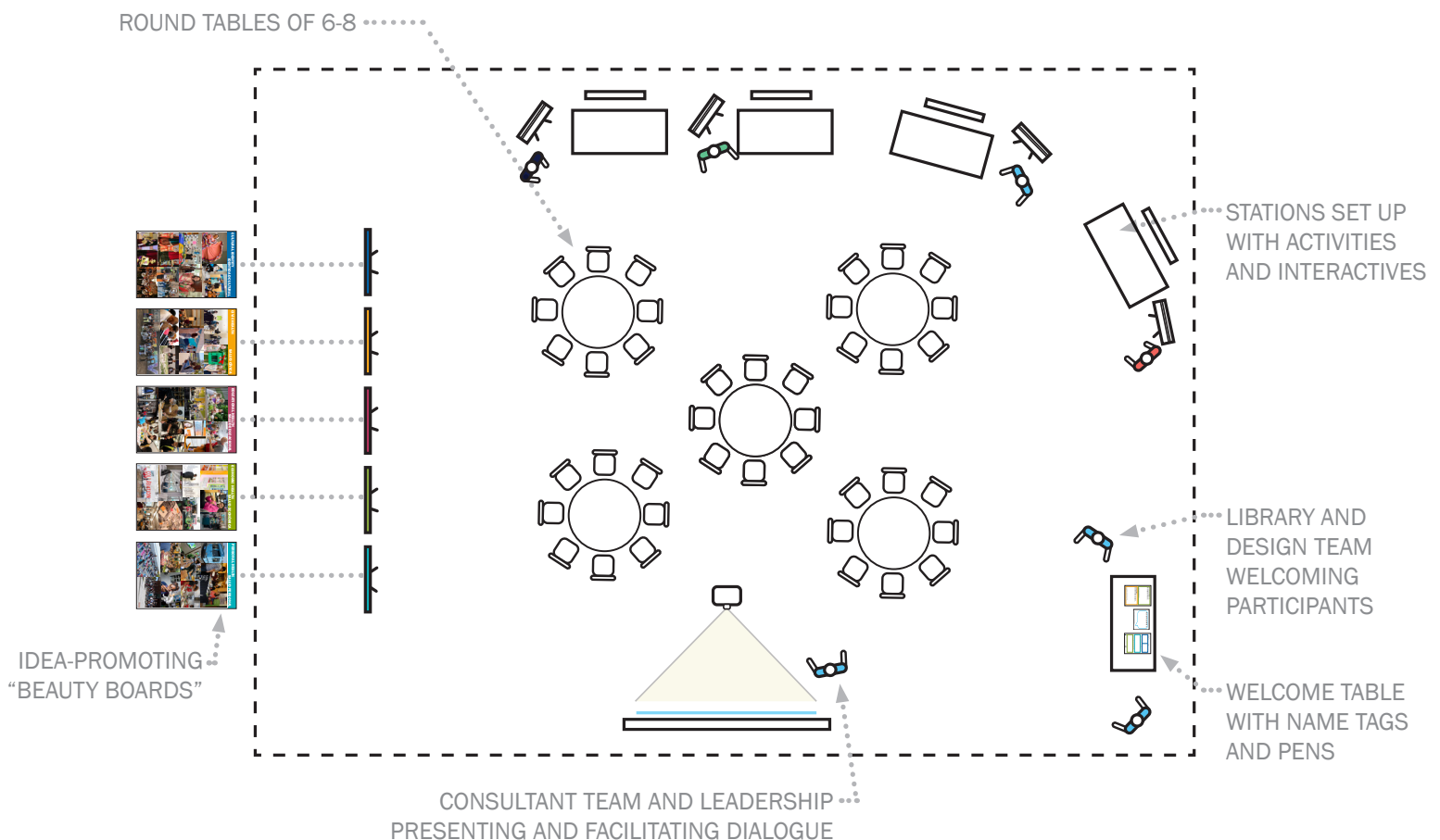
1. What do they see as distinguishing factors about their community?
2. What do they love about their community? What's missing?
3. What worries them? What keeps them up at night? What are the challenges they and their neighbors experience in the community?
4. How much disposable time do they have and how can we capture it? Where do they spend their "free time"? In the neighborhood? Where do they/ their kids feel safe/ not safe? (if that is a factor)
5. What do they enjoy doing with their friends, families, and neighbors?
6. What do their youth need to succeed?
7. What do they want for their friends, families, and neighbors?

# Town Hall

## Target Audience: All in the Community

### Room Setup:

- Tables are set up at the entry with MSS name tags and pens. Library and design team are welcoming folks and telling them what the night is about!
- Stations are around the room with activities.
- Round tables of 6-8.
- All around the room are “beauty boards” to illustrate what libraries of the future DO for the community. Themes can be aligned with project goals.



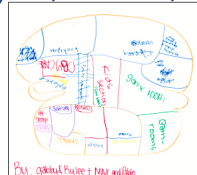
### Name Tags:

Hi, I'm...	Hi, I'm...
& I love to:	& I love to:
Let's meet! I'm...	Let's meet! I'm...
& this week I made:	& this week I made:
Hello! I'm...	Hello! I'm...
Can you guess my favorite...	Can you guess my favorite...

### Activities

Pop-up activities can be happening around the room at stations.

#### E1c Draw your Ideal Library



#### E1a Evocative Imagery



#### E1d “Where do you like to...”

Where is your favorite place to:

READ \_\_\_\_\_

WRITE \_\_\_\_\_

WATCH A MOVIE \_\_\_\_\_

PLAY \_\_\_\_\_

#### E1b “Soap Box”



#### E1e “It would be great if my community had...”

It would be GREAT if my community had...

Team section: Bookies

Music section: Game room

Art section: Tables

Teen section: Board Games

Game Console

Board Game

### Things to Consider:

- Food/Dinner
- Caretaker and/or activities for kids
- Invitation language

## A1a Healthy Communities Framework

### Purpose:

- To get the community excited about the possibilities of what this new library will be for their community.
- To garner feedback about what the community will want the library to do, be, and contain for themselves, families, and neighbors.
- To gain a deeper understanding about the challenges facing our community and where the library can fit in to support a healthier community..

### Description:

Participants fill out worksheets addressing the needs, challenges, and opportunities. The second worksheet builds upon the same questions, but asks participants to think about ideas they would like to see at the library based on those needs, challenges, and observations. Following filling out the forms, small group discussions can happen or a gallery walk of the whole room's responses.

### Example Materials:

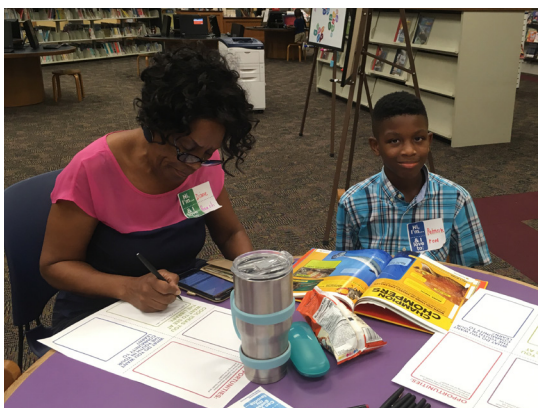


Example worksheets for participants to write their thoughts on community needs, challenges, and opportunities.

Example worksheet that elicits new and interesting ideas from the community for what they want from their library.

### This Results in:

- Anecdotes that contribute to a greater understanding of the challenges our communities face, what their needs are, what they like about their community/neighborhood, and ideas on where they can see the library filling the gaps.



Community members using the idea worksheet in Jacksonville, Florida.



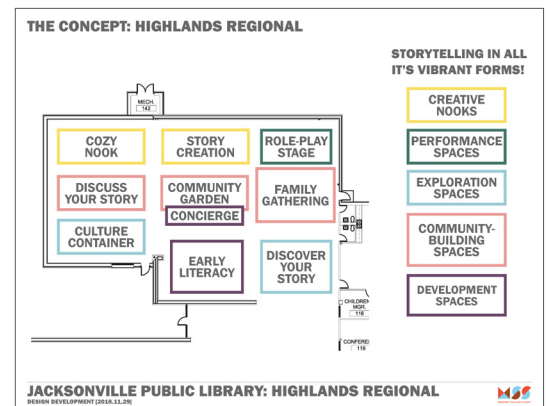
WHAT SHOULD OUR NEW CHILDREN'S AREA BE?

FUN IDEAS WE HEARD AT THE COMMUNITY MEETING!

- CREATIVE NOOKS**
  - For reading
  - For exploration
  - Recording space
  - Green screens
  - Maker coves
  - Gender neutral spaces
  - Nurture STEAM
- PERFORMANCE SPACES**
  - Stage for performing, dancing, singing, reading, puppets, telling stories, talent shows, and playing videos
- COMMUNITY-BUILDING SPACES**
  - Place to share your story
  - Meeting spaces
  - Ways to spark community ownership
  - A place to learn about your community
  - History of the communities
  - Health and wellness in children
- EXPLORATION SPACE**
  - For group reading, with bean bags
  - Ways to engage parents and their children
  - Discovery and tell your story
  - Nurture interests for future careers
  - Support all interests of children

JACKSONVILLE PUBLIC LIBRARY: HIGHLANDS REGIONAL

DESIGN DEVELOPMENT (2018, 11.20)



Results are analyzed and themes and patterns emerge.

## A1c Place-it!

### Purpose:

- Understand community values.
- To garner feedback about what the community will want the library to do, be, and contain for themselves, families, and neighbors.

### Description:

Place It is a crystal ball for residents to peek into their future by using their hands through the community engagement process. Using Place It as a way to rethink libraries captures the intellectual and civic aspirations of individuals and community. The workshop uses familiar and ordinary objects that participants use to recreate their favorite memories. These memories provide great insights to who the participants are, where they come from, and what they value.

### This Results in:

- Participants are able to share their values in a way that is easy for them to communicate.
- Participants are welcomed and comfortable in sharing their stories that reveal what is important to them.
- Participants design an ideal library that reflect what they really want to do there, and what would be useful to them in the future.

### Sample Agenda:

- Participants are invited to build their favorite childhood memory from familiar and basic materials such as pipe cleaners and pom-poms.
- Participants share-out their memories and listen to each other's stories.
- Participants are invited to join into groups and build their ideal library with the materials.
- Participants share-out their libraries as a team.

### Example Photos:



Participants engaging in the Place-it! activity