What Will ______________ Get Out of This?

You:

Your library:

Your community:
Community Engagement Roadmap Elements

1. **Consider expert knowledge** *(What do you know about your community? Use data, anecdotal information, customer feedback or staff knowledge to determine)*

2. **Examine community conditions** *(Do trusted leaders exist in the community, or is there a void? Do community members and leaders work collaboratively, or is there conflict or distrust? Do informal networks exist to build community, or are people disconnected? We used The Harwood Institute’s [Community Rhythms Tool](https://www.harwoodinstitute.org/rhythms-tool)*

3. **Garner staff buy-in** *(Who needs to approve this work? How do you offer training and support to staff across your system? Who can help you cheerlead?)*


5. **Take action to build public knowledge** *(Host a conversation, engage customers via feedback boards, use social media platforms to ask questions- don’t be afraid to try something new)*
6. **Assess findings and report to community** *(What did you learn? What key themes emerged? Are there actions you can take on your own, or do you need partners? What will the community want to know to trust that you listened to them, and that you will take responsive action?)*

7. **Secure “quick wins” for the community** *(Can you address any actions immediately? Take action and share with the community to build momentum)*

8. **Identify partnerships for future actions** *(Did the community share concerns that are beyond your scope? Do they trust community organizations that could partner on action items? Do you have existing partners that can help?)*

9. **Follow up with successes and next steps** *(Have you successfully responded to community concerns, and how? Have you made changes because of what you learned? How can you share those successes and keep momentum by offering next steps for responsive actions?)*
Contact Information & Links

For our contact information, links, and additional resources, please scan the QR code below.