

Summary of the 2015 Libraries Building Community Summit

Planning teams from six libraries gathered at the Red Lion Downtowner in Boise, Idaho on April 29 and 30 to participate in the 2015 Libraries Building Community Summit. The session was facilitated by Pat Wagner of Pattern Research, Inc.

April 29 – Community Building Basics Handout

Heart & Soul Field Guide. Orton Family Foundation Hear & Soul Field Guide was introduced as a step by step tool that the work groups could use in their building community process. The planning and implementation steps include: Lay the Groundwork, Explore Your Community, Make Decisions, Take Action. Each participant received a copy for future reference. More information, stories and training can be accessed at <http://orton.org>.

Introduction to Community and Community Building. A community is a place where people are seriously concerned about each other's well-being and act on those feelings. Participant shared community stories and identified the commonalities. Commonalities included shared accountability, emotional response, trust, identified need, no expectation of return, awareness, diversity, compassion, paying it forward, respect, selflessness, teamwork, bringing people together, spontaneous, a catalyst created a situation. You have to care about the people, before they will listen or care about you and your library.

Community ethics. Participants reviewed an 8 question quiz and scored themselves. Discussion followed as to ethics in communicating and working with people.

Creating community. Specific strategies for community building were reviewed. Community building can be internal, as well as external. Everyone is responsible for building community. Leaders should provide staff with the opportunity to build community. Listen to others. Discover what their needs and wants are. Do a reference interview with potential partners to identify what they need. Then explain how the library could help them meet their needs. Don't assume that you know what the community needs. Discuss, share, listen and take risks. Involve everyone.

Negotiating and influencing.

Power – people have power over us.

Authority – we confer authority.

Influence – based on peer-based, empathetic relationships, measurable and describable data and personal responsibility and action.

Step 1: Develop Rapport

Step 2: Gather Information and Understand the Big Picture

Step 3. Action – know what your choices are.

Beware of the conflict triangle:

- Bully – uses emotional intimidation, thinks h/she is the victim – instead, listen, ask, empathize
- Victim – feels frozen, does not set boundary, addicted to behavior of the bully, recruits meddlers – instead take action, ask for help
- Meddler – interferes with relationships of others, takes over communication – instead coach, have peer relations.

Further explored 5 rules for building community relationships, identified who is in our own network. Participants were provided multiple opportunities to network and seek out others in the room, whom they had not met or need to get information from.

April 30 – Project Management - Handout

Strategic Planning

Participants were provided 14 tips for quick, cheap and decent strategic planning. Essentially the strategic plan sets priorities and provides a destination point, a roadmap. It describes what success looks like.

Target Audience

Participants were asked to work in groups to identify the target audience in their community who they wished to serve with their project. Each working group created an avatar which will be the basis for their continued planning and project implementation.

Project Management

Participants were provided a road map for project management which included identifying goals to accomplish, identifying constraints, how to achieve the goals, and civility. We reviewed the importance of communicating in a precise manner. Asking for what you specifically need, especially specifically asking for respectful behavior.

Checkpoints, Benchmarks

Identify the words that will be used throughout the project and clarify what they mean so that all participants have the same understandings. Set benchmarks or checkpoints that will allow you to evaluate the progress, change course if necessary, and celebrate success. Work groups were encouraged to have not only Plan A, but also B, C, D, E, and others. Failure or challenges should not be viewed as the end of the project, rather the opportunity to open a new door and continue the journey.

Identified Projects for the work groups include:

- Hailey Public Library: Wood River Valley Big Read
- Lewiston City Library: Maker Space
- Eagle Public Library: Teen Space
- Caldwell Public Library: Community Awareness within Latino Sector
- Meridian Public Library: Teen Space
- East Bonner County Library District: Mini-Con

Along with the recommended reading in the handouts, here are two more resources.

The Astronaut's Guide to Life on Earth by Chris Hadfield

Working with Differences in Communities by Ann Schaubert

Future Online Meetings

- **Summit Check In:** July 14, 2015 at 2 pm MT; 1 pm PT
- **Summit Check In:** September 14, 2015 at 2 pm MT; 1 pm PT
- **Summit Showcase:** November 17, 2015 at 2 pm MT; 1 pm PT