

Free Library of Philadelphia



Sarah Giskin

*Community Initiatives Specialist,
Northwest Cluster*



Suzin Weber

*Tacony Neighborhood Library
Branch Manager*



Lynn Williamson

*Chief, Neighborhood Library
Services Division*



Becky Shakhovich

*Department Head, Central Children's
Department and Field Teen Center*



Shahadah Abdul-Rashid

*Community Initiatives Specialist,
Southwest Cluster*

SKILLS FOR COMMUNITY-CENTERED LIBRARIES: EXPLORING THE SOAR MODEL

Welcome!

This project was made possible in part by the Institute of Museum and Library Services

[Grant #RE-95-17-0089-17].

Institute of Museum and Library Services Grant

North American Partners



CLEVELAND PUBLIC LIBRARY



San Francisco Public Library



- Curriculum developed to provide frontline staff with community engagement skills
- The Free Library of Philadelphia trained over 300 full-time public service staff including librarians, library assistants, and municipal guards
- Seven other public libraries across the United States and Canada piloted this curriculum with library staff members

What's in it for the participant?

- Clarify the differences between community outreach and community engagement
- Share our community engagement strategies
- Become familiar with SOAR, a strengths-based approach to strategic planning
- Discuss facilitation tips
- Practice the SOAR model to create a vision and set priorities at your library
- Plan a community meeting using SOAR



WARM-UP DISCUSSION

What community engagement practices do you use to engage with your community?

Examples: community meetings, bookmobiles, working with friends, or shelving nonfictions books in a way that supports all reading abilities.

Please put your ideas in chat!

Knowing **what matters to your community** helps you set programming and plan initiatives.

The big question is:

How do you find out what your community members want?

SOAR: STRENGTHS, OPPORTUNITIES, ASPIRATIONS AND RESULTS

One way to get a different angle on things is by using a
SOAR Analysis.

This is a strengths-based approach to strategic planning.

WHERE DOES THE SOAR FOR LIBRARIES COME FROM?

The Aspen Institute Communications and Society Program, in partnership with the Bill & Melinda Gates Foundation, created the Aspen Institute Dialogue on Public Libraries to help advance the work that public libraries are doing to address community challenges and to support the transformation of communities and their public libraries in the digital age.

Aspen Institute, [Dialogue on Public Libraries](#), and report, [Rising to the Challenge: Re-Envisioning Public Libraries](#), (2014)

SOAR OF COMMUNITY ENGAGEMENT

This SOAR Analysis will give you a clear understanding of the current strengths in your community engagement practices.

Then you will **build on those strengths!**

SOAR LAYOUT

Strengths	Opportunities
Aspirations	Results



Let's share our ideas!

SOAR: Strengths

What is the library known for?
What makes the library unique?

Please put your ideas in chat.

SOAR: Strengths

What does the community your library serves think your library does well?

How can we build on that together?

Senior & Intergenerational Programming



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SOAR: Strengths

Parkway Central Children's Department

Storytime

- Yoga Storytime, Music & Movement, Baby Lapsit, etc.
- Programming for children ages infant – 5 & their caregivers

Social Media



@ParkwayCentralChildrens



@freelibraryccd



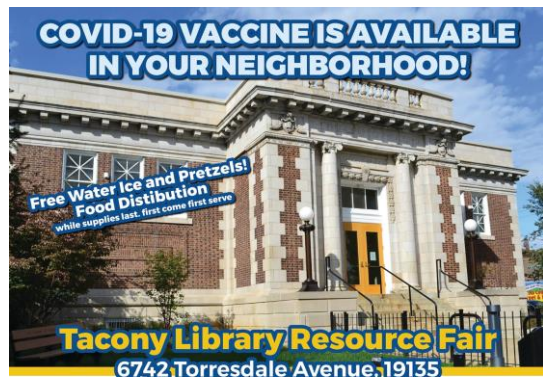
@ParkwayCCD



Photo used with permission from Free Library of Philadelphia

SOAR: Strengths

What key resources give the library an advantage to connect with their communities in a world where information resources can be found nearly everywhere?



383 and Pfizer vaccines available. Walk-ups welcome! Youth Age 12+ are eligible!

No ID required. Vaccine is free. No insurance required.

Free SEPTA passes available on site. Call 311 for free CCT transit.

Tuesday, June 15th: 10:00 am - 4:00 pm

Schedule an appointment by calling 311, or at a link below:



AM Appointments:

<https://bit.ly/3z2qjLy>



PM Appointments:

<https://bit.ly/2SVfoS>



TACONY BRANCH

Teen Afterschool Program

WEEKDAYS 3:30-5:30 PM

Games, Trivia, and more! Teens get the chance after school to unwind from their school activities with the Teen After School Leader. Ranging from educational to just for fun activities teens take this time after school to engage with their peers for a few hours to help refocus their minds and build on their social skills!

Tacony Library
6742 Torresdale Avenue
19135
215-685-8755
freelibrary.org/tacony



Free
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PHILADELPHIA



Let's share our ideas!

SOAR: Opportunities

What are key areas of untapped potential for libraries?

Please put your ideas in chat.

SOAR: Opportunities

What community needs and wants could the library address?

Hours and Accessibility



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The Philadelphia Citizenship Action Network offers:

FREE CITIZENSHIP CLASSES

Supported by the USCIS Citizenship and Integration Grant Program

Indochinese American Council

@ Tacony Library

6742 Torresdale Ave, Philadelphia, PA 19135

Info Session: Saturday, February 2nd @ 10:30am

(Snow date: Saturday, February 9th @ 10:30am)

Class Schedule: Saturdays 10:00am - 2:00pm

Class Begins Saturday, February 16th at 10:00am

TO APPLY, YOU MUST:

- be 18 years or older
- be able to read, write and speak English
- have a Green Card
- live in Philadelphia, Montgomery, Bucks, Delaware or Chester counties
- have a clean criminal record



THANK YOU TO OUR HOST, THE FREE LIBRARY OF PHILADELPHIA
FOR MORE INFORMATION, CONTACT:
IAC: (215) 457-0272 / HIAS PA: Mary Clark, 215-832-0912



FREE BUSINESS CLASS!

BUSINESS PLAN TOOLKIT

MONDAY, APRIL 16
6:00 - 7:30 P.M.
AT TACONY LIBRARY

PRESENTED IN PARTNERSHIP WITH



FREE Info Session: Philadelphia High School Performing Arts Auditions

May 30
7 - 9 p.m.

Tacony Library Arts Building
6918 Torresdale Ave.

Learn About:

- ✓ The School Selection Process
- ✓ Fall School Selection Schedule
- ✓ Public High Schools with Performing Arts Programs
- ✓ Audition Requirements
- ✓ Tips on How to Prepare for Auditions

Presented by Share the Spotlight
www.sharethespotlight.org




Connect directly to
representatives from
city departments

City Services Happy Hour

on Wednesday, April 11th, from 6 pm to 8 pm
at the Free Library of Philadelphia, Tacony Branch,
6742 Torresdale Avenue



LGBTQ TEEN CAFÉ

SATURDAYS | 1:30-4:00 P.M.

Air hockey! Crafts! Gaming! Jigsaw puzzles! Snacks! Learn something new, meet new friends, or come to just chill.

SEPTEMBER 21
OCTOBER 19

NOVEMBER 16
DECEMBER 21

Tacony Library

6742 Torresdale Avenue, 19135
215-585-5755

freelibrary.org/tacony

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A small group
literacy instruction program
for students in 1st to 3rd grade
who struggle to read
on grade level.

literacy LAB



share

nourishing community

SOAR: Opportunities

What community partnerships would lead to greater programming success?

Bringing Existing Partnerships into the Virtual Space

Philly Goat Project



View the virtual program at
<https://fb.watch/70dFu260S6/>



Creating New Partnerships Through Social Media

Local author/illustrator Sarah Jacoby



Bringing Virtual Programs into Real Life

#FLPDogDays to “Free Library Dog Day”





CITYREACH
CHURCH

Bobby
Henon
Councilman • 6th District



**TURNING
POINTS FOR
CHILDREN**
a PHMC affiliate

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Let's share our ideas!

SOAR: Aspirations

What is your community
passionate about?

Please put your ideas in chat.

SOAR: Aspirations

What strategies and actions support our vision for a future library and community?

SOAR: Results

Considering the identified strengths, opportunities, and aspirations, how will we know we are on track in achieving our goals? What results do we want to see?

SOAR: Results



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SOAR: Results

How might we track the impact or changes that have happened?



We know not through our intellect
but through our experience.

— *Maurice Merleau-Ponty* —

AZ QUOTES

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Sarah Giskin

giskins@freelibrary.org



Suzin Weber

webers@freelibrary.org



Lynn Williamson

williamsonl@freelibrary.org



Becky Shaknovich

shaknovichr@freelibrary.org



Shahadah Abdul-Rashid

abdul-rashids@freelibrary.org

Take and Turn – Learner Guide



Webinar 3 Skills for Community-Centered SOAR

Take and Turn

SOAR Discussion Questions

Strengths. 1. What is the library known for? 2. What does the community think the library does well? How can we build on that together? 3. What key resources give the library an advantage to connect with their communities in a world where information resources can be found nearly everywhere? 4. What makes the library unique?	Opportunities. 1. What community needs and wants could the library address? 2. How do the library's strengths align with community needs? How could the library develop programs or services targeting these needs? 3. What community partnerships would lead to greater programming success? 4. What are key areas of untapped potential for the library? 5. What changes do we expect to see in our communities over the next five years? Where could the library make a difference?
Aspirations. 1. What is our community passionate about? 2. What should our future community look like? 3. What strategies and actions support our vision for this future library and community? 4. Based on the passions and needs of our community, what can we do to advance the library's strategic plan goals?	Results. 1. Considering the identified strengths, opportunities, and aspirations, how will we know we are on track in achieving our goals? What results do we want to see? 2. How might we track the impact or changes that have happened? 3. Imagine it's ten years in the future and your neighborhood library is being recognized as one of the most community-centered libraries in the country. What is said in the proclamation? What did you do along with the community to receive this recognition?

FLP Webinar 3: SOAR Page: 2

Community

ents with your community members, you
ern and collectively agree on topics. As
an then connect your community's des
who can fulfill these goals.

is will help you plan a successful discus

le questions below. Begin to plan a dis
cific planning notes in the bulleted space
p with someone from your library, you a
e SOAR meeting together.

als of this dialogue?
y stakeholders should be invited to this
gies to increase attendance?
ion involve a panel or roundtable?
ts in your community or assets that can
ledge to the conversation? (such as a c
ites grants for a non-profit)

Capture the Dialogue and Sharing Success

1. Identify one or two individuals who can take notes to capture the discussion taking place. If budgets and resources allow, consider an audio or video recording. These strategies will be helpful for developing your event summary for a newsletter, email or library website.
2. With permission of participants, assign a staff member or volunteer to take a few photos to use on social media.

-
-
-
-

Logistics

1. What space in your library will be the best location for this discussion?
2. Consider how you will select a time and date for the meeting?
3. Could this meeting happen more than once to include more voices in the discussion?
4. Can you provide childcare for participants?
5. What A/V arrangements do you need to [make](#) and will your Digital Resource Specialist be available to assist?
6. Will you create a handout or take-away materials?

-
-
-

FLP Webinar 3: SOAR Page: 3

for attendees to provide feedback or
ollowing the meeting? Would an electronic
a paper survey at the end of the meeting

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Join Us!

We'd love to share more about our work with you.

To be notified about the Skills for Community-Centered Libraries curriculum release, please fill out [this](#) Google Form.

