Community-Led Planning for Equitable, Responsive Services

Dr. Audrey Barbakoff, EdD, MLIS
CEO, Co/Lab Capacity

WebJunction Webinar
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Topics

Why community-led planning?
What is community-led planning?
12 ways to build capacity
Application in your library
Why community-led planning?

EDISJ
Equity, Diversity, Inclusion and Social Justice

Relevance

Relationships

Capacity
What is community-led planning?

<table>
<thead>
<tr>
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<th>Consult</th>
<th>Involve</th>
<th>Collaborate</th>
<th>Empower</th>
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<td>We are having cherry pie for dessert.</td>
<td>I am thinking about bringing chocolate chip cookies for dessert. Is that ok? What do you think?</td>
<td>Do you want a healthy or decadent dessert? Decadent. Do you want it to be sweet or savory? Sweet. Should it be hot, room temp or cold? Room temp. Do you prefer a pastry, baked good, or custardy type dessert? Custardy. Ok, how about flan?</td>
<td>Let’s discuss and decide together what to have for dessert. Maybe even shop or bake together.</td>
<td>Whatever you decide you want for dessert, we will have. Maybe I’ll even give you the money to get or bake it. Or maybe you just have the responsibility to bring dessert.</td>
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Source: Make, Do Share, Kitsap Regional Library
## What is community-led planning?

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THE DESSERT SPECTRUM OF PUBLIC PARTICIPATION
Developed by Hennepin County Library Staff *With Apologies to IAP2
Community-Led Capacity Building (CoLaB)

Change Model

Inspiration
Planting the seeds for success

Transformation
Deeply embedded processes and characteristics of the organization

Transaction
Day-to-day operations
Inspirational Change

Planting the seeds for success

1. Prioritize and be accountable for DEI
2. Educate on concepts, not procedures
3. Connect to core values and community goals
Transformational Change

*Deeply embedded processes and characteristics of the organization*

1. Foster growth mindset
2. Develop psychological safety for inclusion and innovation
3. Make time for reflection
4. Hire & train for interpersonal skills and cultural humility
5. Connect prior experience
6. Build community knowledge through relationships
1. Provide time, autonomy, and flexibility for relationship-building
2. Empower everyone in the organization
3. Measure what matters
But I don’t have the [time, money, support, etc] ...
CLP builds capacity!

Low Capacity

High Capacity
What does this look like in the real world?
### Example: Teen Program

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<td><strong>Community relationships</strong></td>
<td>• Form a teen advisory board</td>
</tr>
<tr>
<td><strong>Learn</strong></td>
<td>• School district data</td>
</tr>
<tr>
<td><strong>Listen</strong></td>
<td>• Ask the TAB</td>
</tr>
<tr>
<td></td>
<td>• Still asset-based!</td>
</tr>
<tr>
<td><strong>Align</strong></td>
<td>• What do the teens care about and want to do?</td>
</tr>
<tr>
<td></td>
<td>• Where does that intersect with the library’s mission and resources?</td>
</tr>
<tr>
<td><strong>Share</strong></td>
<td>• Establish some options for teen programs.</td>
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<td><strong>Co-Create</strong></td>
<td>• Teens decide on the goals of the event</td>
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<td></td>
<td>• Teens plan the event, with library support</td>
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Example: Strategic Plan

- Community relationships
  - Go to meetings
  - Join coalitions
  - Show up

- Learn
  - Demographics
  - Published info
  - Asset mapping

- Listen
  - Community conversations
  - Surveys
  - Asset-based!

- Align
  - What did you hear?
  - Where does it intersect with your mission and resources?

- Share
  - Go back to your partners!
  - Tell them what you heard and how it aligns.

- Co-Create
  - What does success look like?
  - What actions should you take?
Example:
Community Creators

Community relationships
• Build relationships in the Spanish-speaking community.

Learn
• Demographics, community reports, best practices

Listen
• Put out a community call for program proposals
• Help underserved groups apply successfully

Align
• Select programs to support
• Guide the community group through creating an awesome program!

Share
• Spread the word!

Co-Create
• Community group decides on the goals of the event
• Community group plans the event, with library support
Building authentic relationships with excluded communities

• Start with relationships and respect.
• What are their goals?
• What are their strengths and gifts?
• What resources can the library contribute to their efforts?

Commit to sustaining the relationship.
Further Reading

Books
Twelve Steps to a Community-Led Library by Audrey Barbakoff (forthcoming 2023)

Ask, listen, empower: Grounding your library work in community engagement by Fournier & Ostman

Developing Community-Led Public Libraries: Evidence from the UK and Canada by Pateman & Williment

Tools
Working Together Project. Community-led libraries toolkit.

Edmonton Public Library. EPL community-led toolkit.

IDEO. Design thinking for libraries.

Aspen Institute. Rising to the challenge: Re-envisioning public libraries.

University of Kansas. Community Tool Box.

Co/Lab Capacity Community Engagement newsletter: www.colabcapacity.com
Dr. Audrey Barbakoff
EdD, MLIS
CEO
Co/Lab Capacity LLC
audrey@colabcapacity.com

www.colabcapacity.com