



“Turning Outward is about a different way of seeing and working in communities. It’s about growing the personal and civic confidence to build a different path forward. It’s about making community a common enterprise.”

- Rich Harwood, How Change Happens



HARWOOD

The Institute for Public Innovation

Libraries and Authentic Community Engagement

Nov. 7, 2018

The Harwood Institute for Public Innovation



What We'll Cover

- About The Harwood Institute for Public Innovation
- Voices From the Field Explore Four Questions
 - **Amanda McLaren**, Benzonia Public Library, Michigan
 - **Amber Williams**, Spokane County Public Library, Washington
 - **Nancy Kim Phillips**, Skokie Public Library, Illinois
 - **Estella Terrazas**, Altadena Library District, California
- Discussion and Questions



Questions That Will Be Addressed

What has your experience been with authentically engaging your community? How I engaged with the community before and how this is different?

What have I learned about myself? And what have I learned about my community?

Has the conversation experience caused you / your library to do anything different or modify something you were already been doing?

Why did making a choice to do something different matter to you, your library, your community?



Voice from the Field

Amanda McLaren, *Director*,

Benzonia Public Library, Michigan

Amanda McLaren is the director of the Benzonia Public Library, housed in the historic Mills Community House. BPL is located in beautiful Benzie County, the smallest county in Michigan and Amanda's hometown. Amanda is an active member of many community organizations and strives to be an asset to the community she serves.

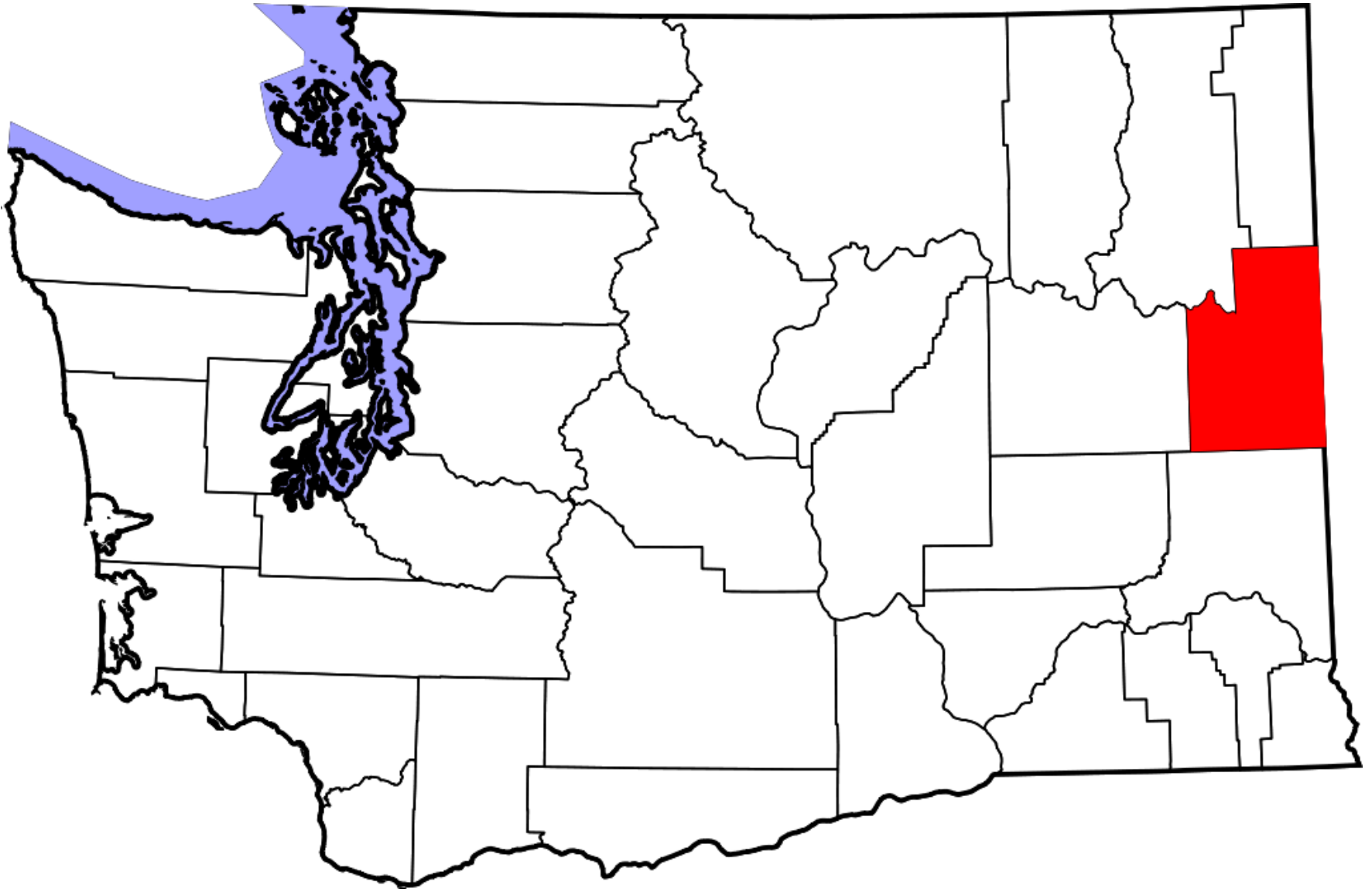
Whether in the library or out in the community, she shines her brightest while working alongside others that share a common vision of a better world, starting right at home.



Voice from the Field

Amber Williams, *Managing Librarian*, Strategic Initiatives,
Spokane County District Library, WA

Amber is an engaged community librarian with Spokane County Library District (WA). In her current role she is wrapping up creating the strategic plan, aptly called a Community Engagement Plan, after completing a second round of gathering public knowledge through Community Conversations and Ask Exercises. Four years after first being introduced to the idea of "turning outward" it is now simply become the culture of her library.





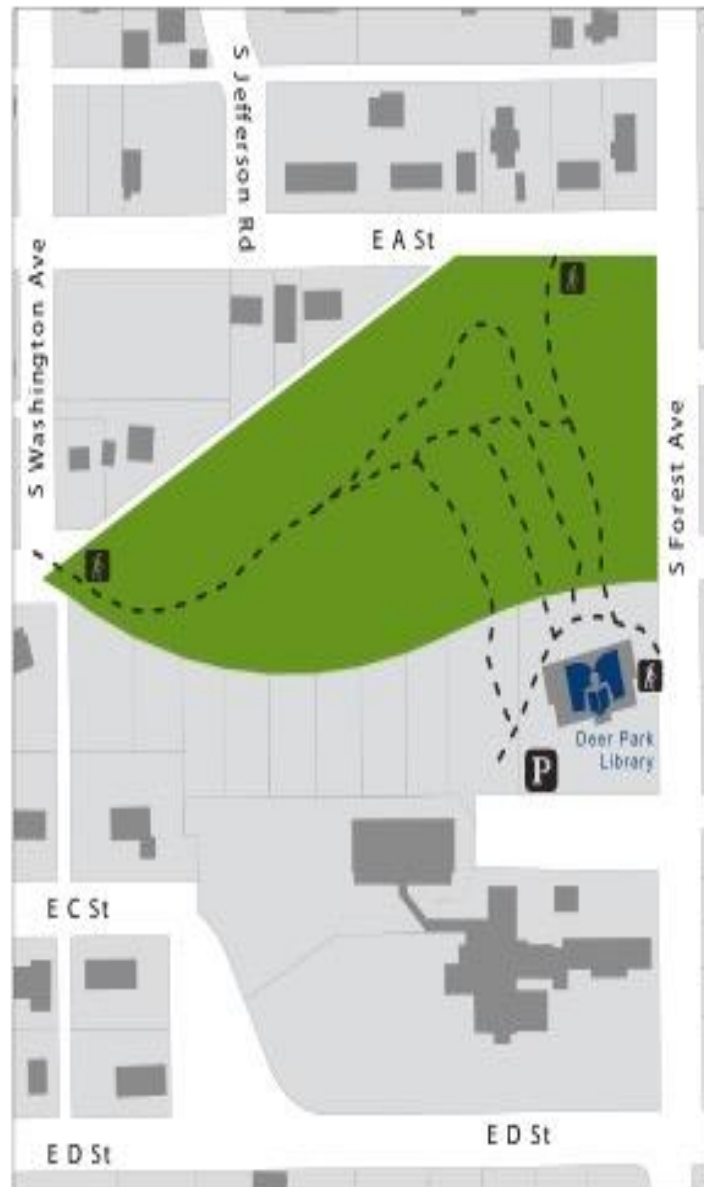






All Food Items
Must Be Consumed
In This
Serving Area

Welcome to Library Park!



The Deer Park City-owned Library Park is a former "fitness trail" that weaves almost a mile throughout the 1.5 acre property. As you wander along the trail, you will encounter a variety of trees, from Ponderosa pine and Douglas fir to Lodgepole pine. At eye level, you'll see ocean spray, mock orange, and other shrubs that bloom from mid-spring through mid-summer.

Library Park has recently been revitalized through the generosity and help of the Friends of the Deer Park Library, the Deer Park Family Care Clinic, the Boy Scouts of America, and Deer Park organizations and community members. Check in with the Library or the City of Deer Park for upcoming volunteer opportunities to help keep this green jewel sparkling!

Interesting fact! Lodgepole pine needs fire. The trees produce a type of pinecone called a serotinous pinecone. Those cones will stay in trees from 30 to 50 years waiting for a wildfire to burn through the forest. The heat from the fire melts the sticky resin coating the cone. The cone will then open up, releasing seeds to start a new forest!

Recommended Uses: Wildlife viewing and walking.

Prohibited Uses: Motorized vehicles, shooting and hunting, open fires, and overnight camping. Dogs must be kept on a leash at all times.



Deer Park,
Washington



Welcome to Library Park!



The new library is a beautiful building that is a true gem in the heart of the community. It is a place where everyone can come and enjoy the books and the beautiful views of the park. The library is a place where everyone can come and enjoy the books and the beautiful views of the park.

Library Park is a beautiful park that is a true gem in the heart of the community. It is a place where everyone can come and enjoy the books and the beautiful views of the park. The library is a place where everyone can come and enjoy the books and the beautiful views of the park.

Enjoying the beautiful views of the park is a true gem in the heart of the community. It is a place where everyone can come and enjoy the books and the beautiful views of the park. The library is a place where everyone can come and enjoy the books and the beautiful views of the park.

Recommended uses include viewing and walking.

Additional uses include viewing, walking, and hearing, open fields, and overnight camping. Campers may be kept on a level of all areas.



Everett Park, Washington





Voice from the Field

Nancy Kim Phillips, *Community Engagement
Manager*,

Skokie Public Library, Illinois

As community relationships continue to deepen and evolve, Nancy and her team are moving towards collective impact with several current initiatives. Prior to joining the library field, Nancy worked in and with nonprofit organizations in the areas of community development, strategic planning, and collaboration.

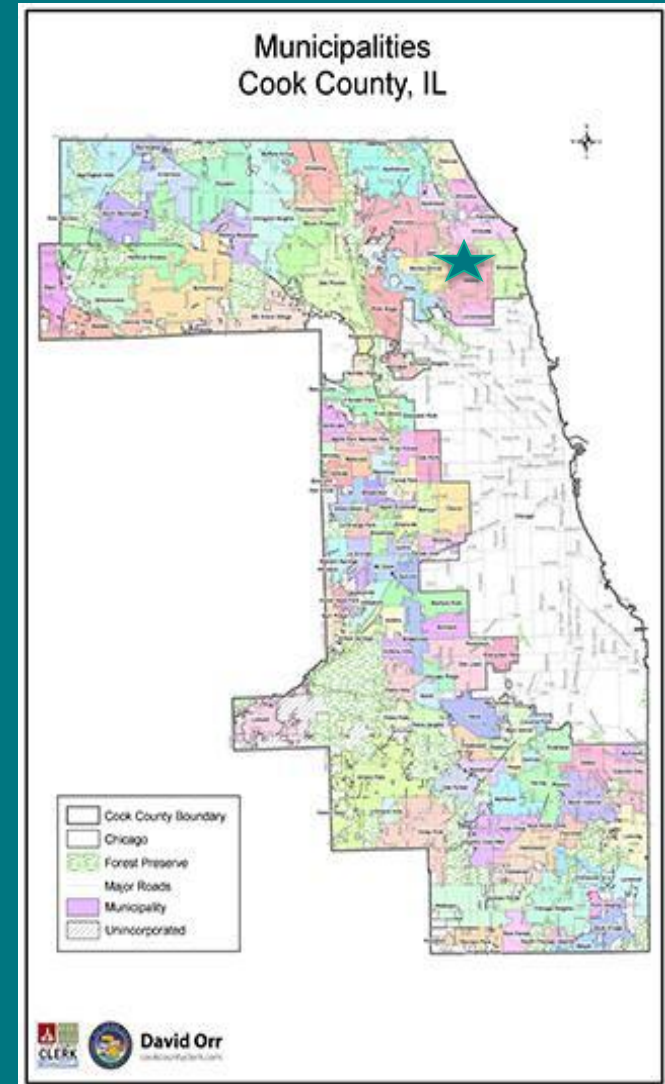


My community engagement roots





- Population 64,000
- >40% foreign born
- 90 languages spoken at home



WE LISTEN. WE LEARN. WE CONNECT.
WE CREATE RESPONSIVE SOLUTIONS TO SKOKIE'S NEEDS.

A user-centered
website that
is que some.

Changing the World? We begin by testing
our teachers' and students' attitudes to the
highly local. With good will, persistence,
and common sense, we can make a
difference, today in Skokie, tomorrow, in
the world.

Homebound programs involve partnering with other
organizations to create groups and service providers
which increase a student's ability to promote
personal growth, communication, and learning.

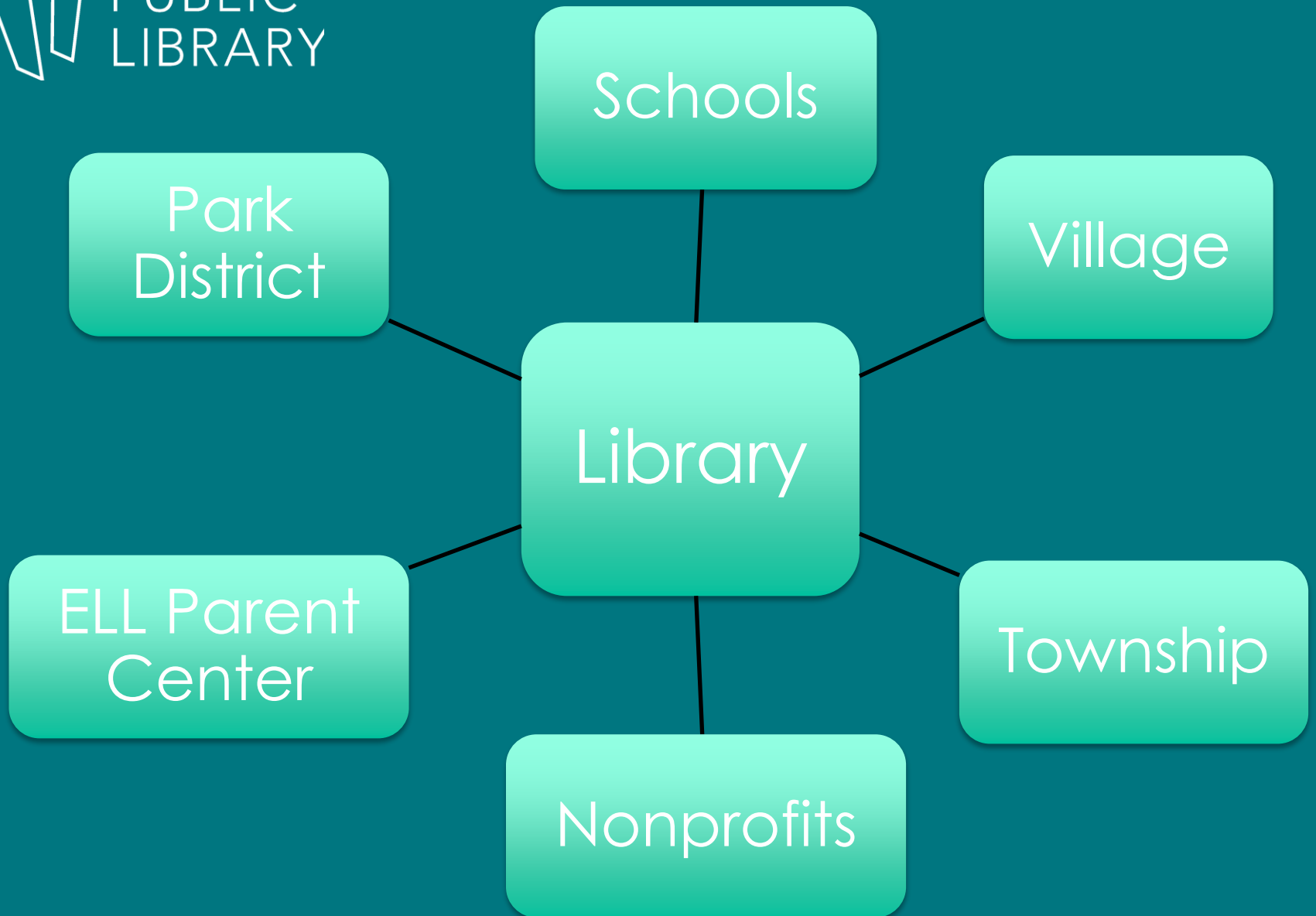
We provide educators with tools
and resources to help their schools thrive.

We support businesses
and people who have
plans to start or grow them.

Heckle Intervention Des
could be a really good
project. We have a plan
for the next 3 months
thanks to Nick and
Helen's.

It was a nice working
discussion at grant
the the Village of Skokie
with Richard, Boody,
Lee & KATE. A good
example of a partnership
our department work
together.





Skokie
welcomes
everyone.

SkokieCares.org



Kristi Wheatley
@mrswheatley217

Follow



So proud to teach in such a beautifully diverse community. [#skokiecares](#)

1:48 PM - 1 Feb 2017





Seeking Equity and Educational Diversity



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Fall 2017:
2 SEED cohorts
40 participants

Summer 2018:
Facilitator
training

Sept 2018:
3 SEED cohorts +
SEED in Action
120 participants

Nov 2018:
Visioning



- **72%** of survey respondents reported increased **confidence in identifying** issues of **inequity** at work
- **60%** of survey respondents reported that they **gained skills** that will help them support students, families, and/or colleagues



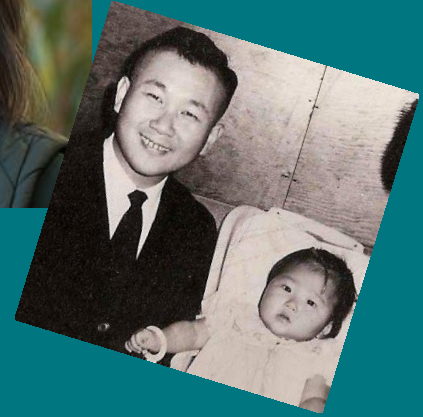
Turned
outward

Deeper
connections

Shared
work

Collective
impact

Thank You!



Nancy Kim Phillips
Community Engagement Manager
Skokie Public Library
nkimphillips@skokielibrary.info





Voice from the Field

Estella Terrazas, Acting Library Director,
Altadena Library District, California

Estella enjoys engaging with the community and puts "turning outward" into her daily practice. As part of the library's Community Conversations Team, Estella looks forward to helping the library use the Harwood process with future strategic planning, and, library programming.



“Turning Outward is about a different way of seeing and working in communities. It’s about growing the personal and civic confidence to build a different path forward. It’s about making community a common enterprise.” Rich Harwood, How Change Happens

What We’ve Learned It Takes

What did it require of you personally to choose a different way to see and work in your community?

What advice would you have for others who seek to grow personal and civic confidence to build a different path forward?



Options To Move Forward

1) Harwood Half Hour: Tune in to our weekly Harwood Half Hour! **Every Thursday at 4 p.m. EST**, Rich Harwood goes **LIVE** on the Harwood Institute's **Facebook** and **Instagram** pages to answer your questions. Tomorrow he'll be discussing what the midterm elections mean for our lives and the leadership we need to move forward."

2) Rich Harwood's National Speaking Tour: Rich Harwood will be traveling across the country to discuss the topic: ***Finding Dignity, Hope and Community in America Today***. If you want to mobilize your community and bring this message to your town or city, contact **Colleen Bowman** at **cbowman@theharwoodinstitute.org**.

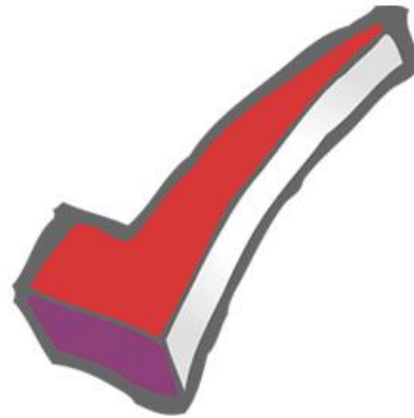
3) Virtual Lab 2019: Through our online course, you and your colleagues have the option to learn our time-tested approach to creating deeper and more meaningful impact in your community.



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The Institute for Public Innovation

Thank you for joining us!



How did we do?