



Just Ask: Using the tools provided by the Harwood Institute to Turn Outward

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What we'll share during this presentation:

- Background on this work
- How we engaged the community
- What we heard
- How we analyzed our results
- How we used what we heard
- Lessons learned

Harwood Institute “Turning Outward”

- Better understand your community
- Center library services around community aspirations
- Making the community the heart of the library instead of the library as the heart of the community

The Ask Exercise

1. What kind of community do you want to live in?
2. Why is that important to you?
3. How is that different from how you see things now?
4. What are some of the things that need to happen to create that kind of change?

Why we used this approach

- Engage community members in new way
- Developing relevant/responsive services
- Inform strategic priorities

Our Community Engagement Team



Project Summary





Logistics



What kind of community do you want to live in?



Examples of groups

- New Columbia Coffee and Conversation for residents
- Rosewood Initiative staff meeting
- Sisters of the Road Cafe
- Chinese Consolidated Benevolent Association picnic



Portland Chinese Times

生政變，恐怖組織連同叛軍攻入首都，當地華僑面臨危 美打動人心，美破境賞，令人期待！

波特蘭中央圖書館迎來首次迎中國年活動 傳承中華文明



白蓮的兒童醒獅隊

(本報訊) 2月18日，大年初三，波特蘭中央圖書館迎來首次慶祝中國新年活動，麥魯瑪縣圖書館館長出席並致詞。活動包括由FASCA青少年文化大使協會義工們教授繪製中國新年畫、剪紙以及各種中華手工等，以及安排有多個文藝演出節目。



波特蘭文藝中心表演兒童舞蹈

節目開始，先有波特蘭東南區華人婦女舞蹈隊的《傳統腰鼓》，咚咚的鼓聲，為場地增加了不少節日氛圍。最令觀眾開心的是波特蘭文藝中心舞蹈學員表演的兒童舞蹈，活潑的小狗蕩著秋千深得人心。



波特蘭東南區華人婦女舞蹈隊的《傳統腰鼓》

，繪聲繪色的舞獅贏得到場觀眾賀聲連連。由頂峰武術學院帶來的充滿動感的武術表演贏得了掌聲不絕。接著波特蘭東南華人婦女舞蹈隊還帶來了多隻民族舞舞蹈。

麥魯瑪縣圖書館館長Rita Jimeirtz表示，她擔任了中央圖書館總館十多年，這是中央圖書館第一次舉辦慶祝中國年活動。她認為，百多年來，華人已是麥魯瑪縣的一份子，他們對社區的貢獻為麥魯縣帶來不少卓越的變化，作為一個多元文化的城市的波特蘭更應該為華人慶祝屬於他們自己的節日，除此之外，也應該將中國傳統文化傳承下去，讓更多人瞭解並且對中國文化感興趣。

據司儀之一的關先生表示，麥魯



圖書館館長 Rita Jimeirtz

瑪魯縣圖書館有中文書籍出租，有中國文化活動，全賴有喜愛中國文化的Rita館長在背後的推動。關先生亦特別感謝Rita在當日大風雪的情況下，仍到場支持。

當日的表演節目吸引了過百觀眾到場觀看，大家對每個節目的演出都表示極之欣賞，並不時報以熱烈的掌聲和喝彩聲。



孩子們在製作新年畫



頂峰武術學院精彩的武術表演

切法恒的維成庫方故

What local groups could you connect with? Who do you already know? Who would you like to reach out to?

Please join us for a Community Conversation.

Multnomah County Library will be hosting a Community Conversation during the Coffee and Conversation meeting on Tuesday, April 18, 2017 from 11:30-12:30. This conversation is one of several that we'll be having with people across the community. Each one is a chance for us to better understand people's aspirations for their community, the concerns they have and what they believe might make a difference in strengthening the community.

Please come by and share your thoughts with us! Coffee and light snacks will be provided. For more information don't hesitate to contact: Concha Solano at concha@multco.us

All are welcome.



**Tuesday,
April 18, 2017
11:30 – 12:30**

**New Columbia
9022 N Newman Ave
Portland, OR 97203**



What we heard

Community Building

“I want a neighborhood where neighbors help each other--regardless of their status as owner or renter or even homeless.”

Safety

“I want to feel comfortable when I walk in my neighborhood.”

“If we don’t feel safe, we can’t connect with others.”

happy
place better
activity clean make
care friendly feel
safe want kid love help
fun need know every school
good person like live
neighbor work
community
different neighborhood

**What might you hear in your community?
Do you think it would be similar
to/different from what we heard?**

Our priorities

Making connections for a stronger community

We help people learn, create, have fun and understand their world.

We connect people to help solve shared problems.

We help people build trust and work toward common goals.

Removing barriers

We help people better understand each other and respect differences.

We invest in people who face the greatest barriers in life.

We use public resources in ways that make the greatest impact.

Helping meet basic needs

We work to provide safe, welcoming and clean spaces that serve many different needs.

We create services and partnerships that increase personal safety, food security, health, and access to shelter.

Honoring the past, embracing the future

We have books and materials people want.

We protect freedom of thought and expression.

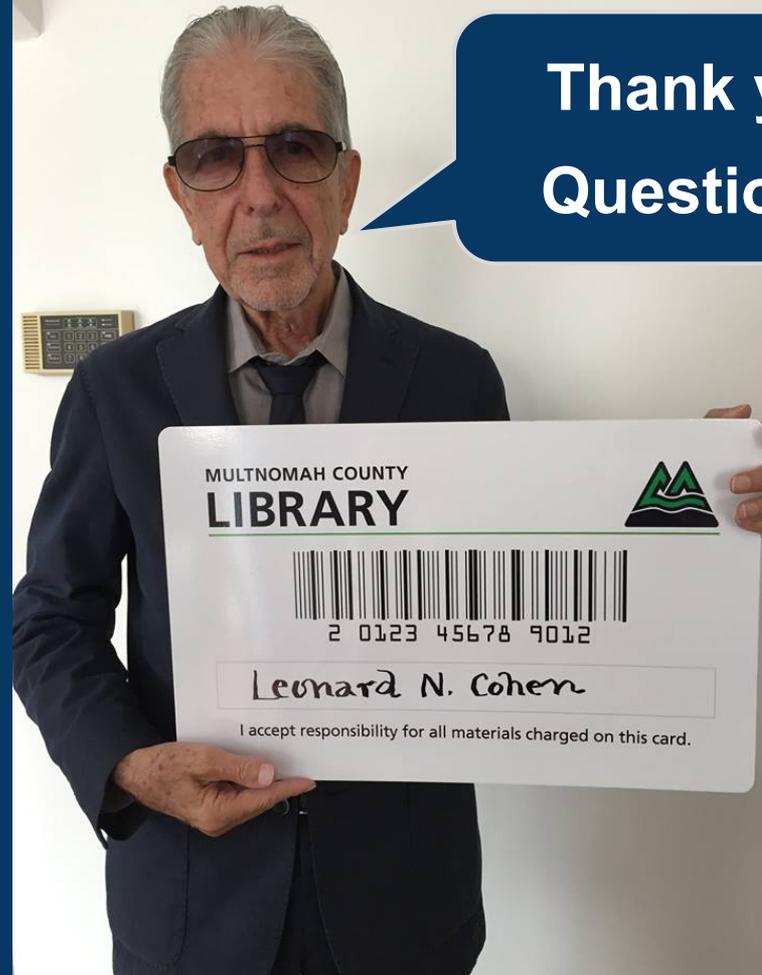
We use research and community input to shape our services and spaces.

Lessons Learned

- **This work takes a lot of time**
- **Clearly define capacity and roles**
- **Important to involve diverse staff from the beginning**
- **Community perspective about the library is different from internal perspective**
- **Still not sure how we'll continue this work**

**What would this look like at your library?
Resources/challenges?**

Thank you!
Questions?



MULTNOMAH COUNTY
LIBRARY



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Leonard N. Cohen

I accept responsibility for all materials charged on this card.