

Definitions

- **Community engagement** process of building relationships with community members who will work side-by-side with you as an ongoing partner with the end goal of making the community a better place to live.
- **Partnership** is a collaborative relationship between entities to work toward shared objectives through a mutually agreed division of labor.

Culture of Collaboration

- Inclusive; everyone on board; not just one person's job
- Beyond outreach service
- Belongs to everyone
- Failure is an option
- Ongoing relationship building

Build stronger
communities by
building connected
communities.

Listen & Learn

- Do not offer menu of library services
- People want **what** they want, **when** they want it and **how** they want it!
- Find the gaps; don't just say yes; what is possible and within reach?
- Use data to find out more about the community
- Turning Outward – need to flip our thinking
- Ask “What is working?” “What is possible?” “What shall we do to achieve it?”

Use social media
tools:
LinkedIn
Twitter

Training & Skills

- Facilitation
- Project Management
- Interviewing
- Networking
- Assessment

Beneficial Partners

- Not everyone individual or organization should be a partner
- Mutual benefits
- Enhance what is already being done
- Different types of partnerships: Collaborative (coordinate efforts and share information); Alliance (joint programming); or Integrated (create a new structure)

Keys for Success

- Set expectations
 - Who is leading?
 - What are the roles and responsibilities
- Recognize & allow differences
- Clear purpose & shared mission
- Commitment from administration
- Develop & maintain trust
- Focus on process & outcomes, not structure & inputs
- Evaluate & measure
- Create a MOU (Memorandum of Understanding)