Checklist for Putting Recommendations into Practice

For Library Staff

A supporting resource for the report

Transformative Outcomes through Community Engagement: How Public Library Staff Foster Connected Teen Learning Services

Use the steps below to assess your progress in developing your library's connected learning-based services. Check off the steps you have already completed and note the ones you still need to implement. Discuss your progress and remaining tasks with your colleagues and library leadership and consider what area(s) you would like to work on first and how you will keep track of your progress. Keep in mind that you don't have to work on everything all at once, you can develop a plan, with colleagues and library leadership for working on the steps to ensure you fully develop a connected learning approach in your services for and with teens.

This resource is a product of the **Transforming and Scaling Teen Services for Equity, Diversity, and Inclusion** project. Learn more at https://connectedlearning.uci.edu/projects/transforming-and-scaling-teen-services-for-equity-diversity-and-inclusion-ts4edi/

Connected Learning Lab

Relationships

Recommendation: Spend work time hanging out with teens and community members outside of formal programs and in teen-friendly spaces outside of the library.

- ☐ **Schedule dedicated time** to hang out in the teen area of the library and in community-based teen spaces.
- ☐ Initiate **informal conversations** with teens and community members.
- ☐ Implement an **ongoing routine** for hanging out in the library and in community spaces.
- ☐ **Reflect** on interactions with teens, noting effective strategies and areas for improvement are ongoing.
- ☐ Invite colleagues including leaders to **join you in hanging out** with teens in the library or at community sites.
- ☐ Discuss with others the **value of hanging out** time as a way to build relationships with and serve teens and community.

Recommendation: Acknowledge that building relationships with teens is never done and is a continuous process requiring ongoing commitment.

- ☐ Talk with colleagues and leaders about the **importance of ongoing relationship building** with teens in order to ensure that teens in the library and outside of the library are recognized and served.
- ☐ Continually **reflect on assumptions** about teens in the community and test those assumptions through ongoing informal and formal conversations with teens and community partners both inside and outside the library.
- ☐ Regularly **evaluate the effectiveness** of relationship-building strategies through observation and informal conversations.

Recommendation: Foster authentic and holistic relationships with youth by sharing food and life experiences with each other, and engaging in activities for purely social reasons.

- ☐ When **sharing food** at programs, use the opportunity to engage in conversation about interests, experiences, and ideas.
- ☐ Integrate **social activities** into the library's regular programming, ensuring they are a core part of the teen services strategy.
- ☐ Foster a **sense of community** by celebrating milestones and achievements together, such as birthdays, graduations, and project completions
- ☐ Encourage teens to take on **leadership roles** in planning and hosting social events.
- ☐ Develop a **comprehensive calendar of events** that includes both structured programs and informal hangouts.
- ☐ Regularly talk with teens about the **value of relationship building.**

Recommendation: Recognize that social time and hanging out is an essential part of service and space design

- ☐ Explore with colleagues and library leaders, **case studies and best practices** highlighting benefits of adding social time into service & space design.
- ☐ Spend time talking with teens inside and outside the library about the **spaces they find comfortable** for hanging out.
- ☐ **Assess current library spaces** to identify areas that can be adapted for informal social interactions.
- ☐ Ensure that every program includes elements that **encourage socializing and relationship building.**

Recommendation: Meet young people where they are - be curious about their interests, and open to engaging with topics outside of your expertise and personal interest.

- ☐ Regularly engage in formal and informal conversation with colleagues and library leaders about **emerging trends and youth culture**.
- ☐ Take part in **teen-led activities** in locations outside of the library.
- ☐ Partner with **local experts**, organizations, or businesses aligned with teen interests to offer specialized services, programs, events.
- ☐ **Create opportunities** for teens to teach or share their expertise with both peers and staff.

Recommendation: Advocate with library leaders for the value of building informal relationships with teens.

- ☐ Research the **benefits of building relationships** with teens.
- ☐ **Facilitate discussions** with colleagues and library leaders about the benefits of teen/adult relationships.
- ☐ Invite **teens to share their stories and experiences** directly with library leadership during meetings or events.
- ☐ Work with leadership to **identify goals and objectives** related to building informal relationships with teens.
- ☐ Work with library leadership to **embed the value of informal teen-staff relationships** into the library's mission and strategic plans.
- ☐ Ensure, with library leadership, that building relationships with teens is a **key component of staff performance evaluations** and professional development plans.

Partnerships

Recommendation: Be open to engaging with a diversity of experts, locations, and types of programming outside of existing or traditional partnerships.

- [ ] Identify and **connect with potential non-traditional partners** to explore opportunities.
- [ ] Develop a **teen services partnership plan** that outlines goals, roles, and expectations for both the library and partners.
- [ ] Attend community events and meetings to **network with diverse groups** and learn about their interests and expertise.
- [ ] Continuously **innovate programmin**g by incorporating new ideas and feedback from partners and the community.
- [ ] Schedule **regular meetings with new partners t**o discuss ongoing and future opportunities.
- [ ] Recognize and **celebrate successful partnerships** through events, awards, and public acknowledgments.
- [ ] Involve **community members in the planning and implementation** of services to ensure needs and interests of teens are met.
- [ ] Discuss **best practices and success stories** within the library community and at professional conferences.

Recommendation: Engage in conversations with partners to learn about each other's strengths and experiences working with youth.

- [ ] Conduct preliminary research on **potential partners from non-traditional groups**. Review partner background, mission, and programs related to youth.
- [ ] Regularly converse with current and potential partners to learn about **each other's goals** and align those goals for programs and services.
- [ ] Prepare a **list of questions** or topics to discuss with potential partners that focus on partner strengths, experience, & expertise.
- [ ] Organize joint workshops or roundtable discussions where **partners can share their expertise** and experiences with library staff and other community organizations.
- [ ] Create **formal communication channels**, such as advisory boards or committees, that include partners and focus on serving youth

Recommendation: Advocate for job descriptions, at all levels, to enable varied staff and departments to engage in partnership development, collaborative service design, and analysis of community strengths.

- [ ] Research best practices and case studies of libraries that have successfully integrated **partnership building into job descriptions**.
- [ ] Present to leadership and colleagues on the **benefits of integrating partnership development** into job descriptions.
- [ ] Review current job descriptions to **identify gaps** where partnership development and collaborative service design are not included.
- [ ] With library leadership, integrate partnership development and **collaborative service design** into job descriptions.
- [ ] **Explore research findings and examples** with library leadership in informal meetings or written reports.
- [ ] Ensure new job descriptions are communicated to all staff and included in **job postings and recruitment materials**.

Recommendation: Create roles, policies, and staff support for those in the community with specific expertise to engage with teens, as volunteers and partners around mutual interests.

- [ ] Conduct a **needs assessment** to identify areas where community expertise can enhance teen services.
- [ ] Hold **introductory meetings** to discuss potential roles, collaboration opportunities, and mutual interests.
- [ ] Draft **policies and guidelines** for involving community experts as volunteers or partners. Ensure these policies include roles, responsibilities, and expectations for community experts.
- [ ] Empower **community experts to take on leadership roles** in planning and executing teen programs.
- [ ] Develop **detailed role descriptions** for community experts, outlining specific tasks and useful areas of expertise.
- [ ] With library leadership, reviews and **update roles, policies, and support structures** based on feedback and evolving needs.
- [ ] With library leadership, create a **support structure for community experts**, including orientation and training programs.
- [ ] Continuously **expand network of community experts** by actively seeking new partnerships and opportunities.
- [ ] Contact identified community experts and organizations to **gauge their interest in partnering** with the library.

Recommendation: Negotiate MOUs and other partner tools that highlight the value that community partners can bring to library teen services.

- [ ] Research **best practices for creating MOUs** and partnership agreements in library settings.
- [ ] **Review existing MOUs** from other libraries or organizations to understand the key components and language used.
- [ ] Initiate preliminary conversations with potential community partners to **discuss mutual goals** and interests and identify the specific contributions and value each partner can bring to teen services.
- [ ] Draft initial **MOU templates** that outline general terms, roles, and responsibilities and include sections that specifically highlight the unique value and expertise each partner brings to the table.
- [ ] With library leadership fully **integrate MOUs and partnership tools** into the library's strategic planning and teen programming.
- [ ] With library leadership ensure that all relevant **staff are trained** on using these documents effectively.

Recommendation: Seek out and participate in events and meetings in support of building connections with small businesses, arts organizations, entrepreneurs, and so on.

- [ ] Research local small businesses, arts organizations, and entrepreneurial groups to **identify potential partners**.
- [ ] Create a **list of relevant events and meetings** that identified groups regularly participate in.
- [ ] Attend identified community events and **engage in conversation** with a variety of attendees.
- [ ] Develop a **schedule to regularly attend events and meetings** hosted by small businesses, arts organizations, and entrepreneurs.
- [ ] Actively **participate in discussions and activities** during these events to build rapport and demonstrate the library's commitment to community engagement.
- [ ] Follow up with contacts made at events to **schedule one-on-one meetings** and learn more about goals and strengths.
- [ ] Exchange information gathered with library leaders and staff and together **develop a strategic engagement and activity plan**.
- [ ] **Expand the network of partners** by continuously seeking out new opportunities and innovative collaborations.

Outcomes

Recommendation: Work with leadership to map the library's strategic plan, vision, and mission to specific youth outcomes, and provide opportunities for staff to build teen services that align with that strategic mapping.

- ☐ Review **existing strategic document**s and identify key goals related to youth outcomes.
- ☐ Identify current teen services and programs that already **align with the strategic goals**.
- ☐ Collaborate with leadership to **begin mapping the strategic plan** to specific youth outcomes
- ☐ In collaboration with library leadership **collect feedback** from staff on how their current work aligns with the library's strategic goals and youth outcomes.
- ☐ Develop **clear, actionable objectives** for teen services that align with these mapped outcomes
- ☐ Fully **integrate the strategic mapping** into all aspects of teen services planning and execution

Recommendation: Capture and communicate qualitative data and stories about youth outcomes in addition to quantitative data.

- ☐ Attend workshops or **training sessions on qualitative data collection** methods and storytelling techniques.
- ☐ Review **best practices and examples of qualitative data and stories** from other libraries or organizations.
- ☐ **Incorporate qualitative questions** into existing surveys and feedback forms to gather stories and experiences from teens.
- ☐ Ensure that **qualitative data is captured at multiple times**, including during programs, events, and one-on-one interactions.
- ☐ Fully integrate **qualitative data collection** into all aspects of teen services planning, execution, and evaluation.
- ☐ With library leadership, encourage staff to **discuss their qualitative findings and success stories** during regular staff meetings and professional development sessions
- ☐ **Develop presentations and publications** that highlight the qualitative impact of teen services.
- ☐ Present the stories and insights to the **library board, community partners, and at professional conferences** to demonstrate the value of teen services.
- ☐ Share stories about **teen engagement and outcomes** with leadership and partners

Recommendation: Begin collecting stories of teen engagement and outcomes through informal interviews, surveys, and observations.

- ☐ Create a **template for documenting impact stories** to ensure consistency and completeness.
- ☐ **Highlight stories** collected with library leadership during meetings or in written reports.
- ☐ Develop a **systematic approach for collecting stories**, including regular interviews, focus groups, and feedback forms specifically designed to capture qualitative data.
- ☐ Encourage collaboration between staff and teens to **co-create stories** that reflect the true impact of teen services.
- ☐ Use stories to **inform strategic decisions**, program development, and funding proposals.
- ☐ Organize events or presentations where **teens can share their stories** directly with leadership and partners, celebrating successes and highlighting the impact of teen services.

Recommendation: Seek out opportunities to learn about assessment tools, logic models, and data analysis to integrate outcomes and impact into all aspects of program and service planning.

- ☐ Conduct **research on assessment tools**, logic models, and data analysis techniques.
- ☐ Attend **training sessions on assessment tools,** logic models, and data analysis.
- Participate in initial discussions with colleagues and leadership to explore how assessment tools can be **integrated into current program and service planning processes**.
- ☐ Apply assessment tools and logic models to plan and **evaluate outcomes-based projects**.
- ☐ Create a **resource library** with materials on assessment tools, logic models, and data analysis techniques
- ☐ Fully **integrate** assessment tools, logic models, and data analysis into all aspects of program and service planning.
- ☐ Ensure that every new teen program or service includes a **detailed plan for assessment and evaluation** using these tools.

Recommendation: Use positive impacts and outcomes as a north star for designing and offering services aligned with teen and community needs.

- [ ] Collect **baseline data** on current programs and services, focusing on both qualitative and quantitative outcomes.
- [ ] Work with colleagues and library leadership to **identify key areas where positive impacts** have been observed and set initial goals for enhancing these areas.
- [ ] Use data collected and identified needs to design new programs and services that aim to **achieve specific positive outcomes**.
- [ ] Implement **pilot programs** and closely monitor their impact on the targeted outcomes.
- [ ] Regularly **collect and analyze data from pilot programs** to assess their effectiveness in achieving the desired outcomes.
- [ ] **Adjust programs and services** based on feedback and data analysis to better align with teen and community needs.
- [ ] Work with library leadership to **secure ongoing support and resources** for programs that demonstrate strong positive impacts and outcomes.

Recommendation: Embrace outcome-oriented storytelling by highlighting teen outcomes in presentations and conversations with leadership, colleagues, supporters, and community partners.

- [ ] Gather **examples of effective storytelling best practices** that highlight positive outcomes in similar settings.
- [ ] Create a **template** to consistently document stories.
- [ ] Develop **standardized processes** for collecting and curating stories of teen outcomes, ensuring that stories are gathered regularly and from diverse sources.
- [ ] Introduce the concept of outcome-oriented storytelling to colleagues and encourage them to start thinking about how to **capture and share stories of impact**.
- [ ] **Highlight outcomes stories** informally with library leadership, colleagues, and partners during meetings or through internal communications.
- [ ] Consult with library leadership to embed outcome-oriented storytelling into the l**ibrary's strategic communication plan,** ensuring that stories are used to demonstrate impact and inform decision-making.

Recommendation: Share and promote stories on websites and social media that highlight teen impact and feature the voices of teens and community partners.

- [ ] Research, compile, and analyze examples of **effective online storytelling** from other libraries and organizations.
- [ ] Create a **content calendar** to plan and schedule initial posts on the library's website and social media channels.
- [ ] Develop initial posts or articles that highlight teen impact and **feature quotes or stories** from teens and community partners.
- [ ] Establish a **regular schedule** for creating and posting stories that highlight teen impact and feature diverse voices.
- [ ] Encourage teens and community partners to **contribute their own stories and perspectives** to be published online.
- [ ] Use **social media analytics** to track the reach and engagement of shared stories and adjust strategies to increase visibility.
- [ ] Collaborate with community partners to **cross-promote stories** on their digital platforms.
- [ ] Regularly **engage with the online community** through comments, live events, and interactive posts to foster a sense of connection and involvement.
- [ ] Collect and **analyze feedback from online audiences** to continuously improve the content and its impact.

Professional Learning

Recommendation: Advocate for a professional learning budget that allows library staff to participate in conferences and other learning events that are not focused on libraries or on teen services specifically.

- [ ] Research the **benefits of diverse professional learning opportunities** and gather examples from other libraries or organizations.
- [ ] Identify **potential funding sources**, both internal and external, to support the proposal budget.
- [ ] Prepare and present a **proposal highlighting the benefits of a budget** for diverse professional learning, including examples and potential impacts on staff development and library services.
- [ ] In reports and in informal and formal conversation highlight the **positive impacts** on library services and community engagement resulting from **diverse professional learning experiences**.

Recommendation: Embrace and advocate for a culture of flexibility, risk-taking, and learning from mistakes.

- [ ] Review **articles and case studies** that highlight the value of a culture of flexibility, risk-taking, and learning from mistakes.
- [ ] Discuss stories and case studies of **risk-taking and innovation** with colleagues, library leadership, and partners.
- [ ] Encourage library leadership and colleagues to share their experiences and ideas for fostering a more **adaptable and innovative work environment**.
- [ ] Establish regular **debrief sessions to reflect** on projects and identify what worked well and what could be improved.
- [ ] Develop a s**ystem for documenting and sharing lessons learned** from mistakes, focusing on positive takeaways and growth.
- [ ] Encourage library leadership to **model flexibility and risk-taking** by openly sharing their own experiences and lessons learned.

Recommendation: Embrace and advocate for an organizational culture of learning.

- [ ] Review **articles, case studies, and examples** from other organizations that successfully foster a culture of learning.
- [ ] Tell stories, to colleagues, leaders, and partners, of **how learning has had a positive impact on** your practice.
- [ ] **Integrate learning into daily activities** by setting aside time for professional development.

Recommendation: Explore opportunities to engage in learning activities offered or recommended by community partners.

- [ ] Research and identify potential community partners who **offer learning activities** relevant to library staff.
- [ ] Participate in **community partner learning events**.
- [ ] Contact identified community partners to introduce the library and **express interest** in their learning activities.
- [ ] Continuously **seek out new community partners and learning opportunities** to keep professional development offerings diverse and dynamic.
- [ ] Schedule **introductory meetings** to discuss potential collaboration and learning opportunities.

Recommendation: Collaboratively develop professional learning plans with leadership that center on growth, innovation, and experimentation.

- [ ] Research and discuss with colleagues and leaders, **best practices and examples of successful professional learning plan**s from other organizations.
- [ ] Develop your professional learning plan that includes **opportunities to engage in innovative and experimental projects**.
- [ ] Review the **library's strategic plan** to align professional learning needs with organizational goals.
- [ ] Regularly **review and update** professional learning plans based on feedback, emerging trends, and evolving organizational needs.
- [ ] With colleagues and leadership, **develop a framework for professional learning plans**, including key components such as goals, learning activities, and evaluation criteria.