

Lost Connections

(Re)Building Relationships for Life

Developing Leaders in California Libraries 2022 Capstone

Why?

- COVID-19 lead to lost community connections in our libraries
- How can we re-evaluate and rebuild?
- Implications for the library community as a whole



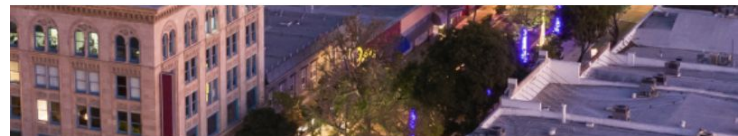
SAN JOSE - (MA)KING PARTNERSHIPS



SACRAMENTO – FARM TO FORK IN THE ROAD



LOS(T) ANGELES



(NOT) FULLERTON



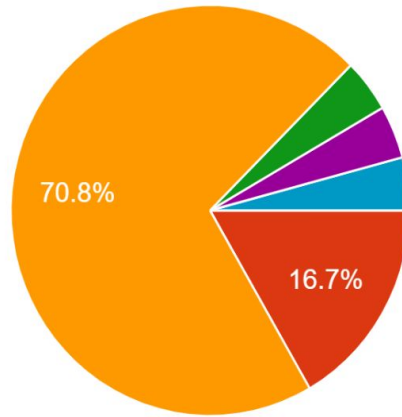
DALY CITY – GATEWAY TO PARTNERSHIPS



Lost Community Connections Survey

Did your library lose connections within the community between 2020-2022?

24 responses



- Yes - lost all our community connections
- No - we were able to keep them all
- We lost some but kept some
- No - we built more connections
- We lost a couple, but kept most and even grew.
- There were a lot of changes in our contacts. But we kept communication with our patrons and services going at our facilities. So we made new connections.

91% of participants worked at a public library and had employees dedicated to community outreach and partnerships.

It was difficult in the community I worked in due to the fact the partners we had were very anti-mask, which placed staff in a hard place.

We were unable to participate in many events due to our organizations guidelines.

We were able to pivot many opportunities to virtual and online, **keeping *some* connections live,** but some were not able or willing to pivot and so are being re-activated now that we are able to plan in-person things again.

Experiences keeping community connections

...We purchased a bookmobile right as Covid started so that has helped us build connections. **Everyone wants to partner with the bookmobile...**

...It is unfortunate that the public library lost connections with our local organizations, especially because the partnership opportunities to serve those most in need in our community is so strong...

We have to show compassion and kindness to ourselves as library workers.

It was difficult to make the switch especially when it happened so abruptly,

it took time to make those connections again

Experiences Losing Community Connections

Everything changed and **people were not interested in connecting in a public setting**. Although we were advancing by bringing back programs, our contacts were not ready to reconnect

Everything got really political, and **staff received a lot of criticism for the approach we took**. At the outreach we did get to do, staff got comments on their masking and social distancing.

**It tends to be something I do when I have time,
which is not very often!**

Our senior center is back in service, but we haven't had them contact us to re-establish book deliveries for some of their patrons. I haven't had a chance to follow up,
and see if the congregate meal site there has begun serving food again, because they were our patrons.

Experiences reaching out to lost community connections.

It seems like a good **time to re-imagine our library service and figure out what works best for everyone** as we move out of the pandemic.

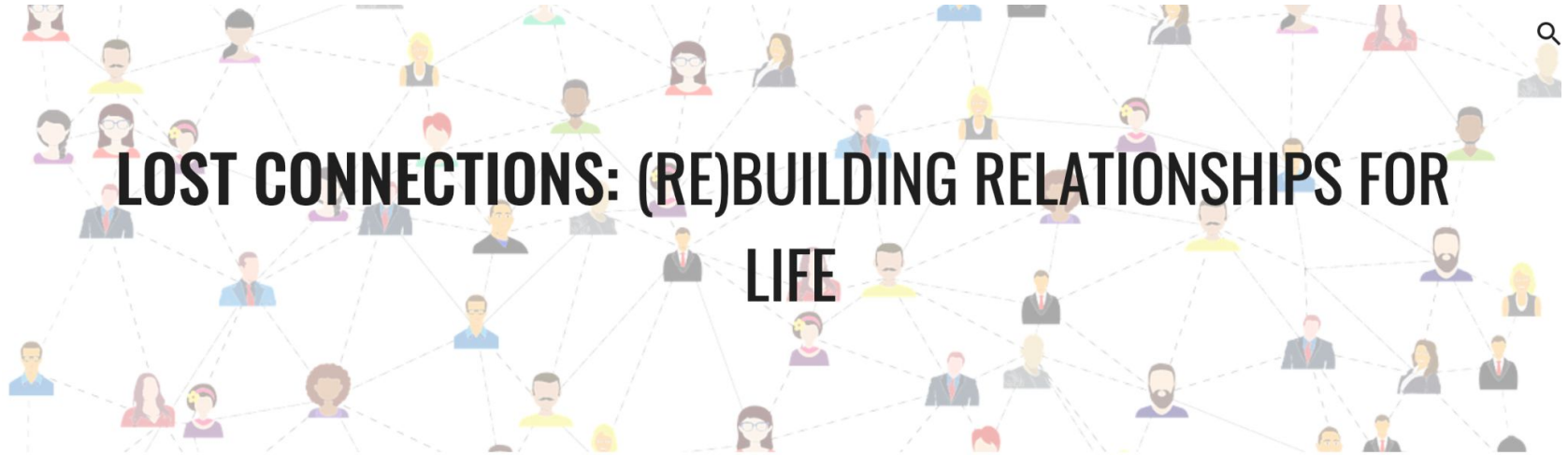
I have contacted the older adult communities to ask about coming back but two of them are still **hesitant to allow people in.**



Move forward to (Re)Build Connections



Our work in action



It's so easy to lose connections as people change positions or organizations, folks get busy or distracted, priorities change, and major events, such as COVID-19, may separate and isolate us from each other. First, know that you're not alone! All libraries struggle to maintain critical community connections. Second, see this post-COVID period as a time of renewal and reconnection - a time to reevaluate practice and become more intentional about how and with whom the library establishes connections. Third, create best practices around building not just connections but lasting relationships that positively impact your community.

sites.google.com/lapl.org/dlclcapstone2022-connections/home

Make libraries a member of their community

Partner/Connection Information Form

Collect Partner Information in an
Organized Way

(Re)Building Sustainable Partnership

This Partner/Connection Information Form help you keep track of your partner information.

This form comes from the Developing Leaders in California Libraries (DLCL) Project:
[Lost Connections: \(Re\)Building Partnership for Life](#)

Library Liaison to
Partner/Connection:

Partner/Connection Name:

Organization Email

Organization Phone

Organization Address

Individual Contact/Liaison Name:

Email

Phone

If partner was referred by
community, board, or other
organization, please describe:

Description of potential partnership
(shared resources, events, spaces,
etc.):

Expected length of partnership:

Other Notes:

Partnership Checklist

Evaluating Intentions and Sustainability

(Re)Building Sustainable Partnership

This checklist is designed to help libraries assess potential and current partnerships for sustainability.

This checklist comes from the Developing Leaders in California Libraries (DLCL) Project:

[Lost Connections: \(Re\)Building Partnership for Life](#)

Evaluating Your Intention	Yes	No	More Information Needed
The community has asked for the service, information, or support this partner offers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate community members have been included in determining the right partner for this work.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library had a defined program, service, or space this organization/individual can contribute to.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library employees and leadership agree this partnership is needed.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The library has the personnel resources needed to build and sustain this partnership.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Total Intention Score, out of 5:	3		

Scores 4-5: There is likely a need and support for this partnership. Move forward! **For scores 3 or less** in this area, it is recommended that further work be done with the community and stakeholders before beginning the partnership.



California Libraries Partnership Database

Connecting Libraries to Potential Partners

- Share successful partnerships with other California libraries
- Find potential connections
- Capture and document the work of California libraries

California Libraries Partnership Database

Please use this form to share your partnership information with other California Libraries. The full database of all partnerships shared with this form can be found at tinyurl.com/CALIBPARTNERS. To update information on partnerships previously shared, please contact ?.

 christina.mune@sjsu.edu (not shared) [Switch account](#) 

*** Required**

Library Name *****

Your answer

Your Name (Optional)

Your answer

Library Contact Email (Best email or person to contact at your library for more information on this partnership/connection.) *****

Your answer

What zip code is your library in? (This will help others find contacts and partners near their geographic location) *****

Your answer

Name of Your Partner/Connection *****

Your answer

Created by:

Keithley Hale, khale@cityoffullerton.com

Fullerton Public Library

Christina Mune, christina.mune@sjsu.edu

San Jose State University

Luog Saepharn, lsaepharn@saclibrary.org

Sacramento Public Library

Jennifer Siron, jsiron@lapl.org

Los Angeles Public Library

Celina Tirona, tirona@plsinfo.org

Daly City Public Library

An aerial, high-angle photograph of a city, likely San Francisco, showing a dense grid of streets and buildings. The image is in grayscale and serves as a background for the quote. A large, white, sans-serif font quote is centered over the image.

“Everyone has lost
community connections,
now is the time to reimagine
how we make those
connections last.”

- *K. Hale 2022*

Thank You