

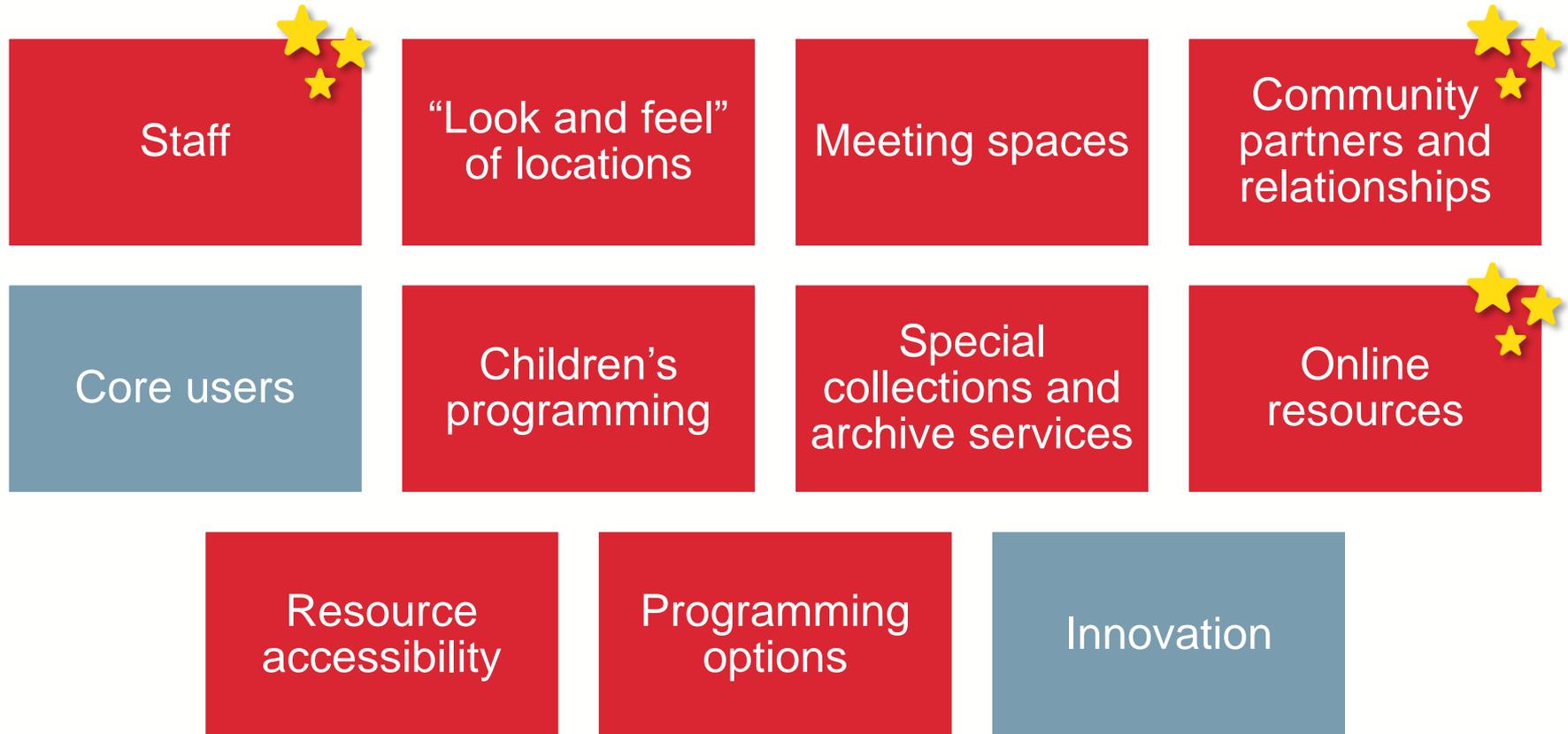


Stakeholder Engagement

Purpose and Background

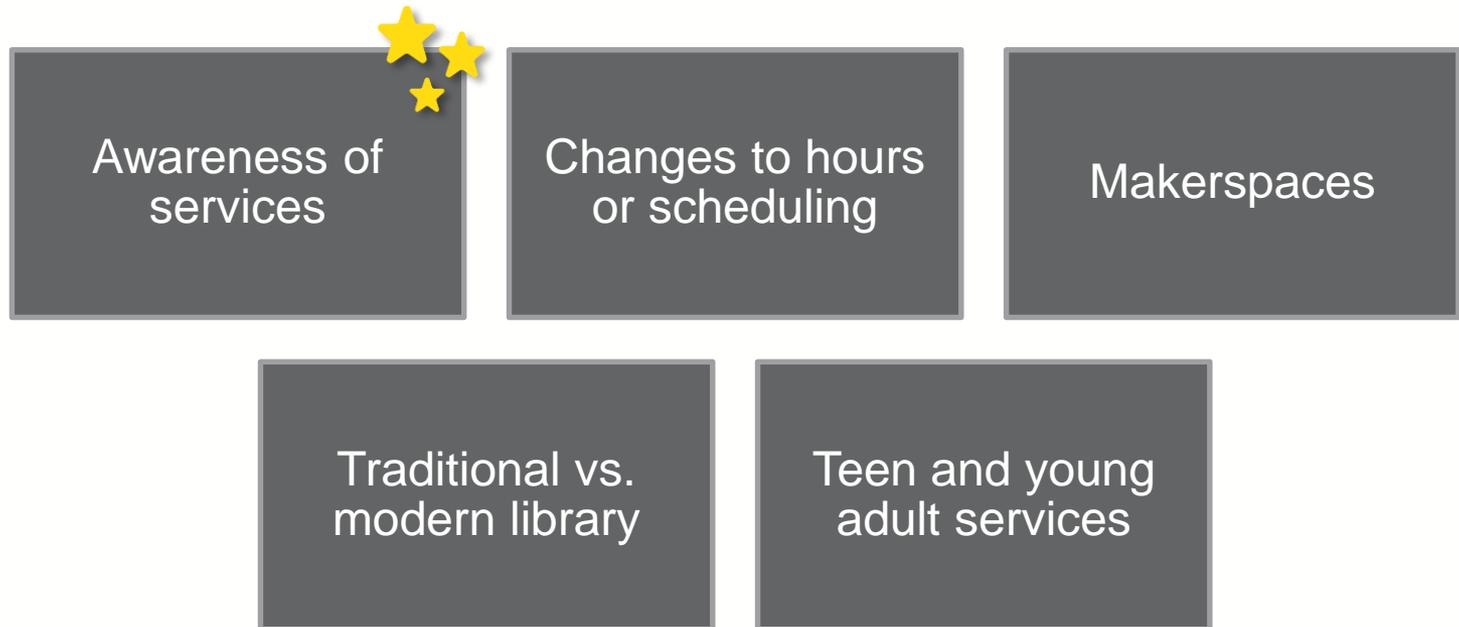
- Gather community and staff feedback related to **strengths, opportunities, areas for improvement and potential partnerships**
 - Community: 42 people (of 76 initially signed up) participated in online focus groups
 - Staff: 16 small groups, or approximately 130 participants, attended virtual all-staff meeting
 - Leadership/Governance: 22 people (largely staff), attended virtual meeting

Library Strengths



 *Star icon indicates congruence between community and staff feedback.*

Library Improvement Opportunities



Star icon indicates congruence between community and staff feedback.

Community Strengths

Cultural diversity

Collaborative
efforts

Sense of
community

Available services
and amenities

Community Needs, Opportunities

Employment and
economic stability

Safe places for
youth

Education: early
childhood and
secondary

Access to
technology

Homelessness

Mental health

Transportation and
mobility

Food insecurity

Indicated Areas for Focus



 *Star icon indicates congruence between community, staff and leadership feedback.*

Implications for Strategic Planning

- **Areas of congruence between community and staff** can be used to leverage resources, exposure and impact
- **Ongoing community and stakeholder engagement** will be essential for informing “responsive” services
- **Awareness and outreach, diversity, equity and inclusion (DEI) and evaluation** strategies will be important to consider across focus areas
- PCCLD should be **mindful of “mission creep”** and alignment with core competencies
- **There is a lot of positive feedback, support and success** to build upon!