

Whose Voices Are We Missing?

Capacity Building for Inclusive Community Engagement

The Opportunity

2017 was a year of celebration and change for Kitsap Regional Library. Kitsap County voters approved a tax levy that would provide the library system with essential funding and the library began restructuring its Public Services Department, which included the addition of a new Community Engagement Manager position. With increased resources and a renewed emphasis on community engagement, Kitsap Regional Library is now poised to address service gaps identified in their extensive 2015 community assessment.



The Process

To inform Kitsap Regional Library's new investment in community engagement, we began by researching best practices for engaging with diverse communities and forming community partnerships.



We then met with branch managers and a potential community partner to discuss how these practices might be applied towards engagement with Latinx immigrant communities.

Moving Forward

To help Kitsap Regional Library evolve as an engaged and inclusive library system, a few key areas of focus are recommended:



Establishment of community partnerships with trusted organizations that focus on underserved populations.

Investment in culturally and linguistically diverse resources, including non-English materials and multilingual staff.



Creation of repositories for institutional knowledge, such as asset maps or a community partner database.