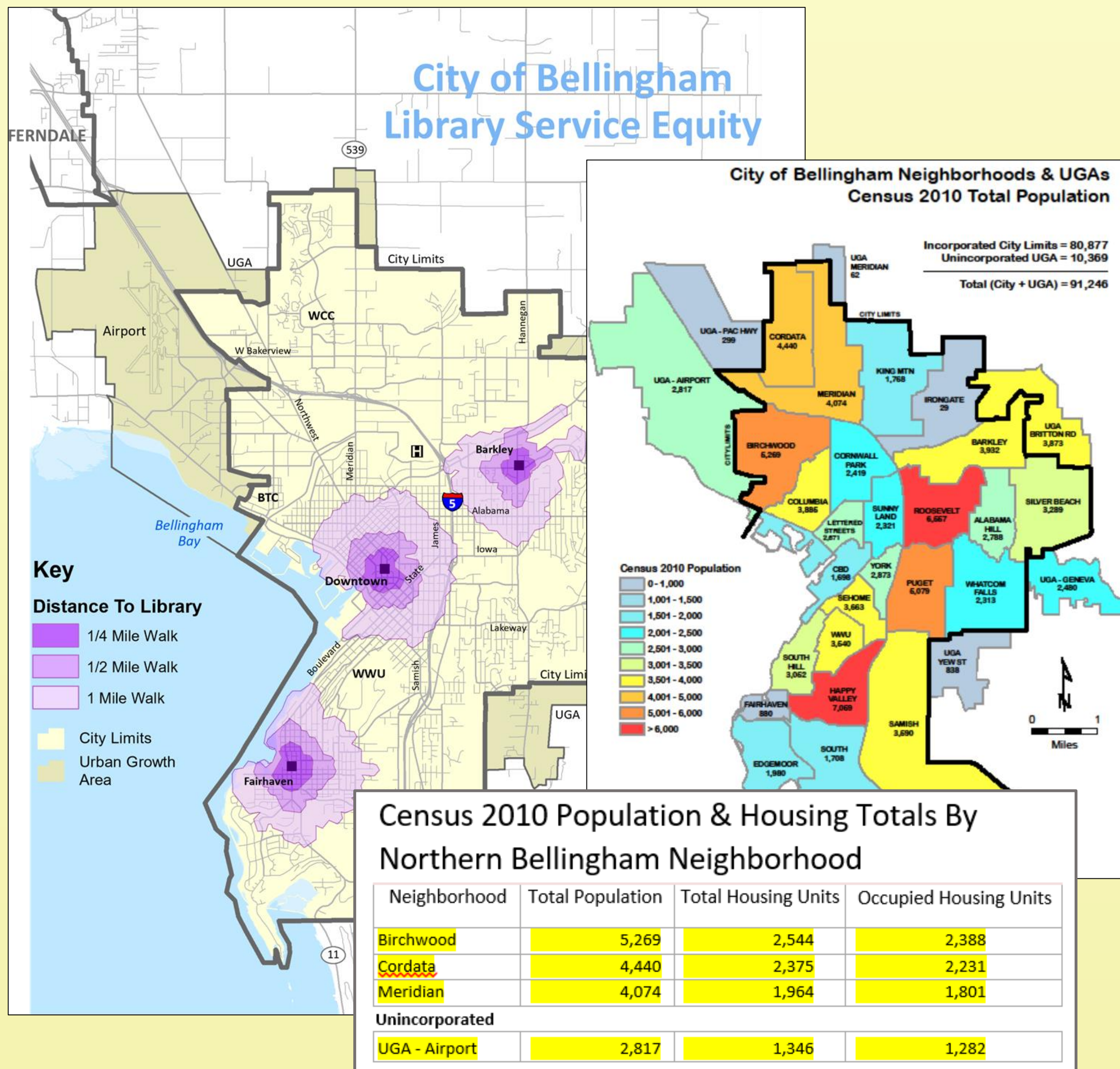


Question:

How can Libraries redevelop Service Standards that will support local communities that lack critical resources?

Background:

The Northern Bellingham Community is a diverse, underserved, and densely populated area with limited access to local libraries.



Ask Exercise:

1. What kind of community do you want to live in?
2. Why is that important to you?
3. How is that different from how you see things now?
4. What are some of the things that need to happen to create that kind of change?
5. What groups or individuals would you trust to take action on these things?

Research Process:

Phase 1: Methods Research

- Comparison of Library Service Standards, and Community Evaluation Methods.

Phase 2: Community Evaluation

- Evaluation process developed from ALA Community Conversation model.

Phase 3: Implementation

- Implemented Ask Exercises.

Phase 4: Project Finalization

- Compiled Deliverables for the Bellingham Public Library (BPL).

Impact:

Deliverable:

- Service Recommendations for BPL and community resource contact list.

Sponsor:

- Community Evaluation for incorporation into BPL's Strategic Plan.

Public:

- Increase of BPL's awareness of specific community needs has provided potential for community enhancement.

Next Steps:

- BPL's Strategic Plan development & implementation.