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Webinar Menu

Themes:

- Community-Centered Services and Strategies

- Digital Equity and Inclusion

- Economic Empowerment and Development

- Leadership and Management

Custom webinars and training are available upon request. For a quote, contact:
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Community-Centered Services and Strategies

Plan for Success with Community-Led Strategies
You want to plan ahead to serve your community, but you have endless possibilities and only finite resources. How do you know which options to choose? Whether you're planning a single program, a system-wide strategic plan, or anything in between, using community-led planning techniques can set you up for outstanding success. Discover the results of new research into how libraries can become more equitably community-led. Then learn how to apply these concepts to create highly relevant, inclusive services for—and, more importantly, with—your community.

In this webinar, you will learn:

- What it means to be authentically community-led, and why this benefits your library and community.
- How to apply evidence-based strategies from the CoLaB model to build your capacity for community-led planning.
- Real-world examples of how libraries have used community-led planning for successful outcomes.

Serving Diverse Communities with Community-Centered Programs
How do you effectively serve communities whose experiences may be very different from your own? Community-led programming provides a method for success – and often for ideas and programs you had never imagined before. Learn a new way of connecting with your community, and research-based techniques to improve your library's ability to engage.

In this webinar, you will learn:
- What community-led programs are and how they differ from traditional programs
- Real-world examples of community-led programs
- The results of recent research into how to libraries can shift from traditional to community-led models.

Communicate your Library's Value through Partnerships
You know how much your library has to offer. But does your community? The secret isn't marketing—it's partnership. Learn how to co-create services and programs that will authentically engage and inspire your community. Discover how to form and leverage partnerships to reach new people, enhance equity and inclusion, and make a difference—all without overtaxing your limited time and budget. Learn how you can do less but matter more.

In this webinar, you will learn:
- How to form and leverage partnerships to reach new audiences.
- How forming new partnerships will enhance equity and inclusion in your library.
- Strategies to take on new partnerships with limited time and budget.

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Building and Sustaining Community Partnerships
Community partnerships have the power to meet your library's strategic goals, expand your reach and amplify the best in your community. Help your community achieve its aspirations by creating partnerships built on solid relationships, mutual respect and shared goals. Learn to forge partnerships for stronger community-led libraries where collaboration leads to innovation.

In this webinar, you will learn:
- Methods for developing effective, sustainable partnerships
- Common partnership pitfalls and how to avoid them
- How to utilize the spectrum of public participation to increase the impact of your partnerships

Outstanding Program Success with Design Thinking
Can your programs be both thoroughly planned AND get off the ground quickly? Absolutely! Design thinking, a technique taken from software and industrial design, can help you start fast but learn faster. Discover how you can weave empathy, flexibility, and responsiveness into your planning for programs you can sustain and grow successfully. This webinar is presented by Dr. Audrey Barbakoff, who holds a certification in design thinking from the Tombolo Institute and Bellevue College and has served on the program's advisory board.

In this webinar, you will learn:
- The fundamentals of design thinking
- How to apply design thinking techniques to library program design for sustainable growth or success
- How design thinking can be used to center equity.

Building Capacity for Community-Led Libraries (4-part series)
Community-led planning helps increase equity, creativity, and engagement in library programs and services. But many libraries struggle with building the mindset, culture, and structures to embrace it. In this four-part interactive series, you will learn how to apply the fundamentals of community-led planning in your library. The evidence-based strategies will cover three types of change, derived from Dr. Barbakoff's original research: inspirational, transformational, and operational. We will discuss real-world scenarios to help you use the concepts in your work. Regardless of the size, type, or readiness of your library, you can build your capacity to equitably center community.

- Session 1: Fundamentals of Community-Led Planning and Capacity Building
  - We will learn what community-led planning is (and isn't), why it matters, and how to assess and grow your own organization's capacity.
- Session 2: Inspirational Changes
  - We will learn about the changes that are most impactful to make first. These include DEI accountability, aligning with community goals, and investing in conceptual education.
- Session 3: Transformational Changes

- o We will learn about changes to organizational culture and structure that increase capacity for community-led planning. These include growth mindset, psychological safety, cultural humility, self-reflection, and relationships as a valid source of knowledge.
- Session 4: Operational Changes
  - o We will learn about changes to day-to-day operations that increase capacity for community-led planning. These include scheduling, job descriptions, and measuring and communicating success.

Digital Equity and Inclusion

Growing Digital Equity Through Community Partnerships
As digital access becomes increasingly essential for participating in community life, libraries can play an important role in the digital equity and inclusion ecosystem. Hear about a variety of real-world innovative services and partnerships for sustainable digital inclusion. These include launching a Digital Navigators service, circulating hotspots and laptops to partners to reach people experiencing homelessness, participating in a community-owned wireless network, and supporting telehealth. Learn to apply these ideas to overcome digital access barriers and meet the digital needs of your own communities.

In this webinar, you will learn:
- What digital equity and digital inclusion really mean
- How libraries are partnering with communities to increase digital equity and inclusion
- Tips and tools for success in digital inclusion partnerships

Launch a Digital Navigator Program at your Library
Your community needs online access more than ever. But people often need multiple types of support to get there - an Internet connection, a computer, and help learning to use technology. Digital Navigators is a nationally successful model that addresses these complex needs with a one-stop service. Learn to start a program at your library and help your community connect.

In this webinar, you will learn:
- How the library can impact digital equity and digital inclusion

- The elements of a successful Digital Navigators program
- Tools and further resources for developing Digital Navigators at your library

Economic Empowerment and Development

Job & Career Programming Reset: How Your Library Can Support Economic Empowerment, Equity & Resilience
A wave of people are rethinking their careers with the Great Resignation. Between the economic ripples of COVID and the rapid pace of technological change, communities need new ways of achieving their economic goals. What does this mean for your library's services and programs? Learn about trends that are impacting job seekers in your community, and understand how your library can respond. Explore out-of-the-box tools for quickly developing creative and meaningful ways to support an equitable and resilient local economy. Join Dr. Audrey Barbakoff, experienced public library leader and founder of Co/Lab Capacity, for an hour-long discussion of how best to support job and career programs for your community.

In this webinar, you will learn:
- The current forces impacting a community's local economy.
- The trends impacting job seekers in your community and how your library can respond.
- How to develop ways for your library to support an equitable and resilient local economy.

The Role of Reference in Supporting Equitable Economic Resilience
As our communities begin to recover from COVID-19, libraries can play a role in economic equity, justice, and resilience. BIPOC, immigrant, and womxn workers and businesses have been disproportionately impacted by the economic fallout of the pandemic and have had less access to recovery programs. In response, one public library system developed Find Financial Assistance, a multilingual email and phone reference service to match patrons with financial assistance resources for business, personal, and

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unemployment or career needs. Learn how this service works and how you might replicate its benefits at your library.

In this webinar, you will learn:
- How systemic oppression and anti-Blackness cause inequitable economic outcomes
- How librarians can apply their core reference skills to emerging economic needs
- How to implement form-based business or financial reference in the library

Leadership and Management

Six Skills for Inclusive Leaders
Do you want your library to be more creative, nimble, and effective? Inclusive leadership skills can help you build teams that foster a sense of belonging, leading to higher performance and better decisions. Skills we do not always associate with stereotypical charismatic leaders - like humility and empathy – can actually be the key to unlocking your staff's highest potential.

In this webinar, you will learn:

- What inclusive leadership looks like
- Real-world impacts of using inclusive leadership skills in libraries
- How to develop your own skills to become a more inclusive leader

Making Change that Sticks
Do you want to make a change in your workplace? Whether you are a front-line worker or a senior leader, we can all see opportunities big or small to improve experiences for our colleagues and users. But the dirty secret of organizational change research is this: up to 75% of all change efforts fail. How can you help your idea be among the 25% that do lead to sustainable, ongoing improvements in your library?

As a result of this webinar, you will be able to:
- Understand key models for implementing and evaluating organizational change
- Understand how to effectively collaborate to making change sustainable
- Develop a theory of change that helps you visualize success, spot problems early, and adjust

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Recovering from Burnout

If you feel worn down or worn out after years of crisis response, you are not alone. Burnout is more common than ever before, with 3/5 of employees reporting negative impacts from work-related stress (APA, 2022). Learn to recognize the signs of burnout and understand what you and your library can do to support your well-being.

As a result of this webinar, you will be able to:

- Define burnout and its symptoms, and understand how it differs from normal work stress
- Identify steps that individuals can take to prevent or recover from burnout
- Identify approaches employers can take to reduce the causes of burnout

Challenging Employee Conversations without Fear

You're a manager with an employee who is missing the mark. It's your job to help them improve – but how do you have that tough conversation? This webinar is designed to help you take the fear out of challenging interactions like performance improvement, discipline, and even termination. By preparing now, you can spend that challenging conversation focused on supporting your employee. In this webinar, you will learn:

- How to think about and prepare for challenging conversations in a way that feels constructive and authentic
- The appropriate role for the manager in providing difficult feedback or news
- How to share negative feedback in a way that people can hear

Presenter bio:

Dr. Audrey Barbakoff is the CEO of Co/Lab Capacity, which provides community-centered consulting for libraries and social good organizations. She has more than a decade of experience in public libraries, where she focused on community engagement and leadership. Her innovative and inclusive work has been recognized by Library Journal Movers & Shakers, the Kitsap Peninsula Business Journal 40 Under 40, the Freedom to Read Foundation, and the Urban Libraries Council. In addition to her MLIS, Dr. Barbakoff holds an EdD in organizational change and leadership. Her dissertation research focused on building organizational capacity for equity, diversity, and inclusion in public libraries through community-led programs. She is the author of Adults Just Wanna Have Fun: Programs for Emerging Adults and the forthcoming book Twelve Steps to a Community-Led Library. Find her at www.colabcapacity.com.

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