

Background Presentation

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CIVICTechnologies

civicttechnologies.com

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Consulting Team

CIVICTechnologies

Based in Los Angeles

Will lead the overall effort including outreach

Marc Futterman, Principal in Charge

Available at marc@civicttechnologies.com or toll free
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The Ivy Group

Offices in Virginia and Pennsylvania

Will lead the effort on the telephone and online surveys

Project Roadmap

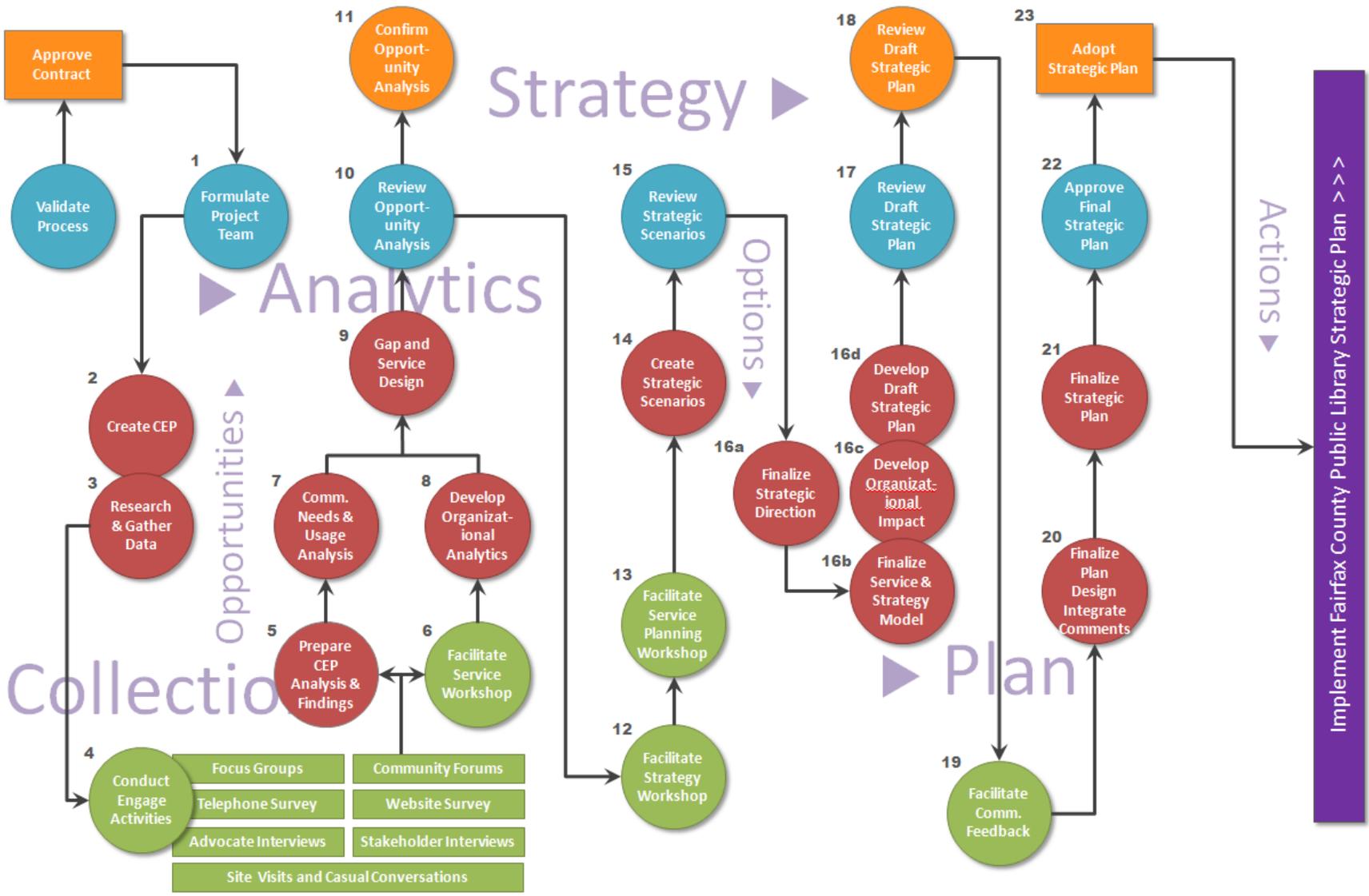
Where we are in the process,
and where we're going

*** Authority ***
▶

*** Leadership ***
Project Planning Committee
▶

*** Catalyst ***
CIVICTechnologies
The Ivy Group
▶

*** Influence ***
Library Users
Non Users
Stakeholders
Advocates
At Large
Partners
Staff
Others
▶



Community and Staff Engagement



- Focus groups
- Telephone survey
- Advocate interviews
- Community Forums
- Website survey
- Stakeholder interviews
- Site visits and casual conversations

Applying the Information



- Community engagement plan analysis and findings
- Service assessment
- Community needs and usage analysis
- Organizational analysis
- Gap findings
- Opportunity identification