“We’re each on a journey. We’re after something important. We want to strengthen our communities, increase the relevance and impact of our organization, and personally be effective.”

- Rich Harwood, How Change Happens
Supporting A Turned Outward Culture

September 25, 2019
The Harwood Institute for Public Innovation
What We’ll Cover

- About The Harwood Institute for Public Innovation

- Experiences in Supporting a Turned Outward Organizational Culture
  – Kelli Knapp (Director) and Beverly Leonhardt (Reference Librarian), Warren Public Library, PA
  – Erwin Magbanua, Principal Librarian, Chula Vista Public Library, CA
  – Jean Canosa Albano, Assistant Director for Public Services, Springfield City Library, MA

- Stories to Tell and Lessons Learned on Supporting A Turned Outward Culture

- Observations, Questions, Discussion
About The Harwood Institute for Public Innovation

• The Harwood Institute is a nonpartisan, nonprofit organization that equips people, organizations, communities and networks with the tools to bridge divides, build capacity, and tackle shared challenges.

• For 30 years, the Institute has innovated and developed a three-part approach to move communities forward.

• The Institute’s work with libraries is the fastest spreading work in 30 years. Over 4,000 librarians have been trained in the Harwood practice.

• All our work is based on a philosophy of Civic Faith and the practice of Turning Outward.

*If you Turn Outward and make more intentional judgments and choices in creating change, you will produce greater impact and relevance in your community.*
Today’s Webinar

• When and where did your journey with Harwood and Turning Outward start?

• What were the initial steps for you and your library?

• How has the practice spread since you started working with Harwood?

• What internal change have you experienced as a result of Turning Outward?
  - Key factors that enabled this change to happen
  - Results
  - New opportunities

• What do you see coming next with Turning Outward in your community?
The Warren Public Library is a small, independent library located in a city of approximately 9,000 people. The Library is striving to become the place that comes to mind when people in the community need something – information, collaboration, entertainment - anything. They want the Library to be front of mind, not an afterthought.
Erwin Magbanua, Principal Librarian
Chula Vista Public Library, California

The Chula Vista Public Library serves the second-largest city in San Diego County with a population of 268,000. The three-branch system is located just north of the US-Mexico border in one of the richest cultural, economic and environmentally diverse zones in the country.
Jean Canosa Albano, Assistant Director for Public Services
Springfield City Library, Massachusetts

A community-centered library known for being welcoming, trusted, connected, and innovative.
Turning Outward is about a different way of seeing and working in communities. It’s about growing the personal and civic confidence to build a different path forward. It’s about making community a common enterprise.

- Rich Harwood

**Lessons Learned**

- What factors do you consider key to creating and supporting a more Turned Outward culture?

- What advice do you have for libraries striving to strengthening a culture that is more Turned Outward?
Options To Move Forward

Resources for Libraries can be found at www.theharwoodinstitute.org/libraries

Free Library Webinar Series
• The Library’s Role When Disaster Strikes: Wednesday, November 20, 1 PM ET

Upcoming Training Opportunities
• Public Innovators Lab for Libraries, October 15-17, Atlanta, GA. Co-hosted by the American Library Association

Stepping Forward Campaign
• Rich Harwood is traveling across the country to mobilize communities and bring a new message of hope to the nation, outlined in his new book, Stepping Forward. Visit www.steppingforwardbook.org to learn more.

For more information, visit our website: www.theharwoodinstitute.org