Cindy Mediavilla: Great music--thanks! Every day is a little better with Frank Sinatra.

Chuck - Infopeople Project: Thanks to Breezy

Denise Davis: Who doesn't like Frank!

Cindy Mediavilla: Or Nat King Cole . . .

Laura Cook: Hello

Laura Cook: It says Laura, but it is me, Luren Dickinson, representing Beaumont

denise dorn: despite having the volume up full, I can barely hear this presentation.

Mary Augugliaro - Infopeople: If you are having audio issues, you can call in: 888-450-5996 passcode 264311#

Mary Augugliaro - Infopeople: The slides and handout for today's webinar are available here https://infopeople.org/civicrm/event/info?reset=1&id=611

Cindy Mediavilla: What has happened in Casa Blanca since Dias de las Artes? Have community relationships continued? What has been the library's continued role?

Sabah Eltareb: the capacity inventory you mentioned - is this a joint endeavor open to the entire community? How long is the process? Who facilitates? Would you share any lessons learned from your efforts?

Cindy Mediavilla: Thank YOU!

denise dorn: who initiates this process? The town, the conty, the library?

denise dorn: county, sorry

denise dorn: how was it determined to be needed? (I came in late, so this may have been covered0

Lisa Palombi: How do you transition front line staff from perceiving our patrons as customers to seeing them as citizens with untapped resources?

Joline Buechler: Should our volunteers have a designated number of training hours?

Ann: So as a result of this experience do you see more people coming to the library and/or
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attending programs offered outside the 4 walls of the library?

Rochester Public Library: How did you get representatives from all the different neighborhoods involved initially? Were they library patrons?

Sabah Eltareb: Following up on Lisa's question - how are you measuring success? community support? increased library involvement with issues, meetings, etc.?

Cindy Mediavilla: It sounds like ABCD compliments the Harwood method of community engagement. Have Riverside staff been trained by Harwood? And, if so, how do ABCD and Harwood compare?

denise dorn: Just learned about Harwood this past week, and I thought it sounded similar.

Lisa Palombi: You haven't mentioned any drawbacks or problems. Were there any bumps in the road that were significant enough to incorporate in the planning for the next project?

Ann: Thank you!

denise dorn: Thank you!

Darla Wegener: Thanks Tonya. Great work!

Denise Davis: This sounds very scalable. Is that a fair observation?

Lisa Palombi: Thank you!

Sabah Eltareb: Sorry for the confusion - I meant following up on Ann's question (not Lisa's) but my error didn't phase you. Last question - is there funding now built into your budget for this?

Joline Buechler: Enjoyed this, very informative. Thank you

Denise Davis: Thanks!

denise dorn: more like 26 neighborhoods in 26 years, if the first project took 10 months!

Liz: thank you