LIBRARIES TRANSFORMING COMMUNITIES
MODELS FOR CHANGE

INTRODUCTION TO DIALOGUE & DELIBERATION

Speakers: Courtney Breese, Managing Director, NCDD
Sandy Heierbacher, Founding Director, NCDD

BECAUSE OUR DIVIDED NATION NEEDS CONVERSATION MORE THAN EVER.

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PublicLibrary ASSOCIATION
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TODAY'S PRESENTERS

Courtney Breese

Managing Director

National Coalition for Dialogue & Deliberation

Sandy Heierbacher

Founding Director

National Coalition for Dialogue & Deliberation

SERIES 1:
LEARNING SCHEDULE

ONLINE LEARNING

Introduction to Dialogue & Deliberation
March 9, 2017

ncdd

the WorldCafe

World Café
April 6, 2017

Everyday Democracy's Dialogue to Change Process
May 1, 2017

Everyday Democracy

IN PERSON TRAINING

ALA Annual CHICAGO
CONFERENCE & EXHIBITION JUNE 22–27, 2017

Everyday Democracy's Dialogue to Change For Public Libraries Serving Larger, Urban Communities
June 23, 2017

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INTRODUCTION TO DIALOGUE & DELIBERATION:

FOR PUBLIC LIBRARIES SERVING LARGE, URBAN COMMUNITIES

BECAUSE OUR DIVIDED NATION NEEDS CONVERSATION MORE THAN EVER.

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AGENDA

- Why libraries are suited for dialogue & deliberation
- Examples of libraries using D&D
- Elements for success
- Introducing World Café and Everyday Democracy
- Resources and Q&A

NATIONAL COALITION FOR DIALOGUE & DELIBERATION

NCDD'S MEMBERSHIP

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WHY LIBRARIES?

WHY LIBRARIES?

"Libraries have an enormous asset, which is trust. People trust libraries, and public libraries in particular. And that means that they feel comfortable coming to the library and sharing their ideas and concerns and working together with us to help solve problems."

- Richard Frieder

OPPORTUNITIES

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WHY DIALOGUE & DELIBERATION?

WHY DIALOGUE & DELIBERATION?

Debate	Dialogue	Deliberation
Compete	Exchange	Weigh
Argue	Discuss	Choose
Promote opinion	Build relationships	Make choices
Seek majority	Understand	Seek overlap
Persuade	Seek understanding	Seek common ground
Dig in	Reach across	Framed to make choices
Tight structure	Loose structure	Flexible structure
Express	Listen	Learn
Usually fast	Usually slow	Usually slow
Clarifies	Clarifies	Clarifies
Win/lose	No decision	Common ground

Excerpt from: The Public's Voice: Building Community Engagement Through Deliberative Dialogues, Sandra Hodge, Ph.D. and Patty Dineen

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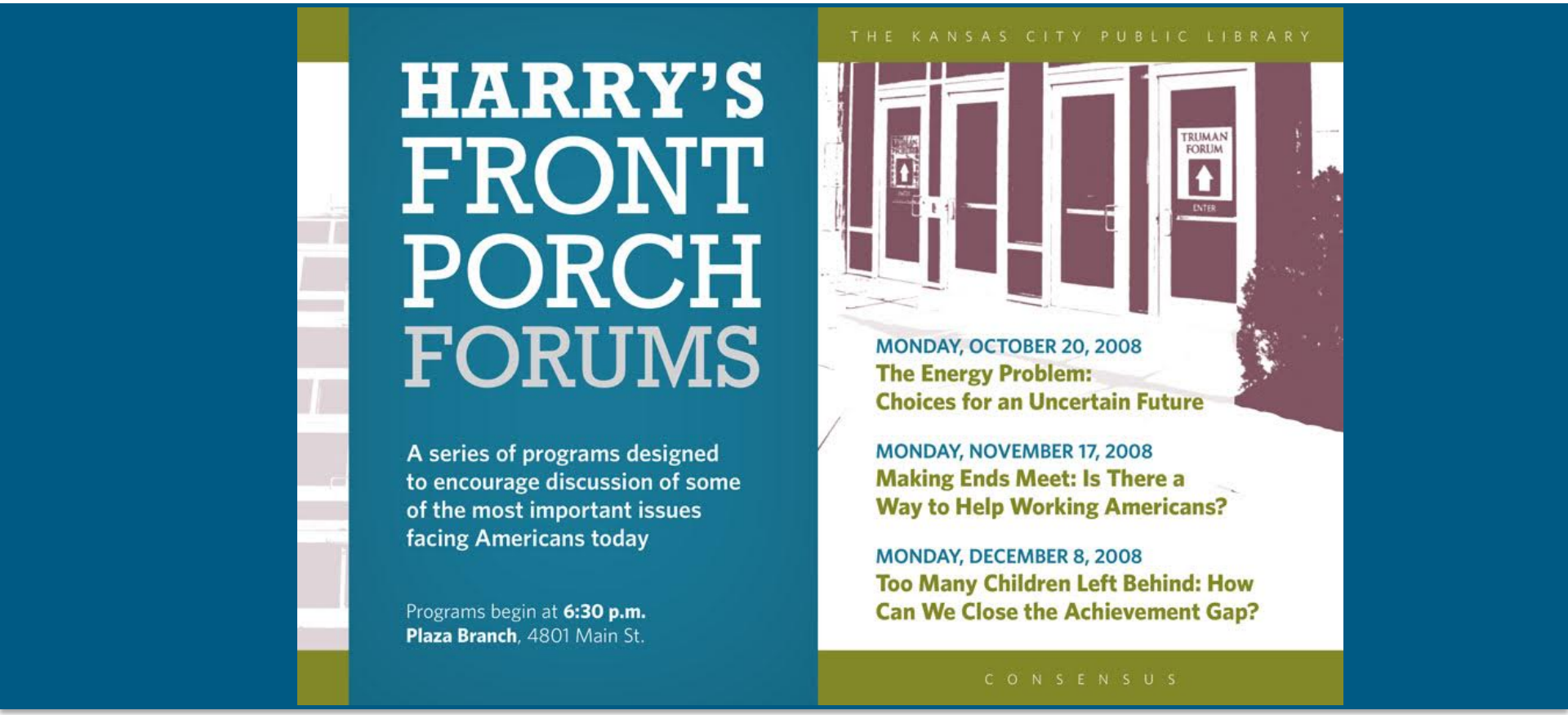
What is an issue you see your community grappling with, or a topic that is ripe for engagement?

WHY DIALOGUE & DELIBERATION?

"I would recommend that a library use D&D. It seems really useful for two situations: 1) giving people the chance to talk about challenging national issues, like the war in Iraq; and 2) allowing people to discuss local issues or the local “face” of a national issue. It’s the kind of event that local residents expect from the library, in that it isn’t advocacy but rather it’s an opportunity to learn and think through an issue.”

- Jen Wilding

HARRY'S FRONT PORCH FORUMS



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CHOOSE CIVILITY

COMMUNITY-POLICE RELATIONSHIPS

Community Conversations, Hartford (Conn.) Public Library
Credit: American Libraries Magazine, 2015

ELEMENTS FOR SUCCESS

1. A TIMELY TOPIC

1. GROUND RULES

2. A PROCESS & FACILITATOR

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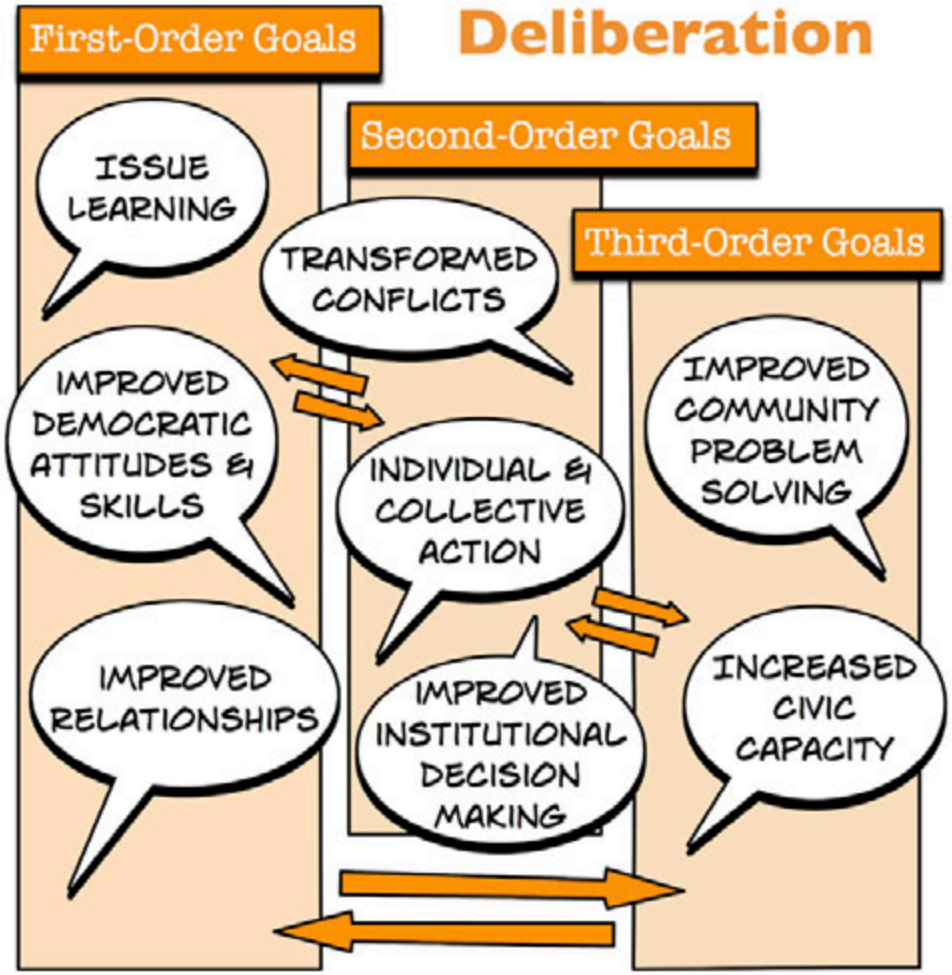
Goals of Dialogue & Deliberation



Graphic created by Sandy Heierbacher, NCDD (August 2009). Its content is a slightly adapted version of the "Goals of Deliberation" figure in *Beginning with the End in Mind: A Call for Goal-Driven Deliberative Practice* (Summer 2009, Public Agenda's Center for Advances in Public Engagement), by Martin Carcasson of Colorado State University's Center for Public Deliberation, available at www.publicagenda.org/cape.

CHOOSING A TOPIC/ISSUE

"If the library thinks the community should care about an issue but has not asked what the community thinks, it may be a waste of resources. My partner and I put a lot of effort into developing a conversation framework and no one came. Since then, we polled the public on the topics they want to discuss and we've had much better results."

- Carolyn Caywood

GROUND RULES

Conversation Café Agreements

Open-mindedness: Listen to & respect all points of view.

Acceptance: Suspend judgement as best you can.

Curiosity: Seek to understand rather than persuade.

Discovery: Question assumptions, look for new insights.

Sincerity: Speak from your heart and personal experience.

Brevity: Go for honesty and depth – don't go on and on.

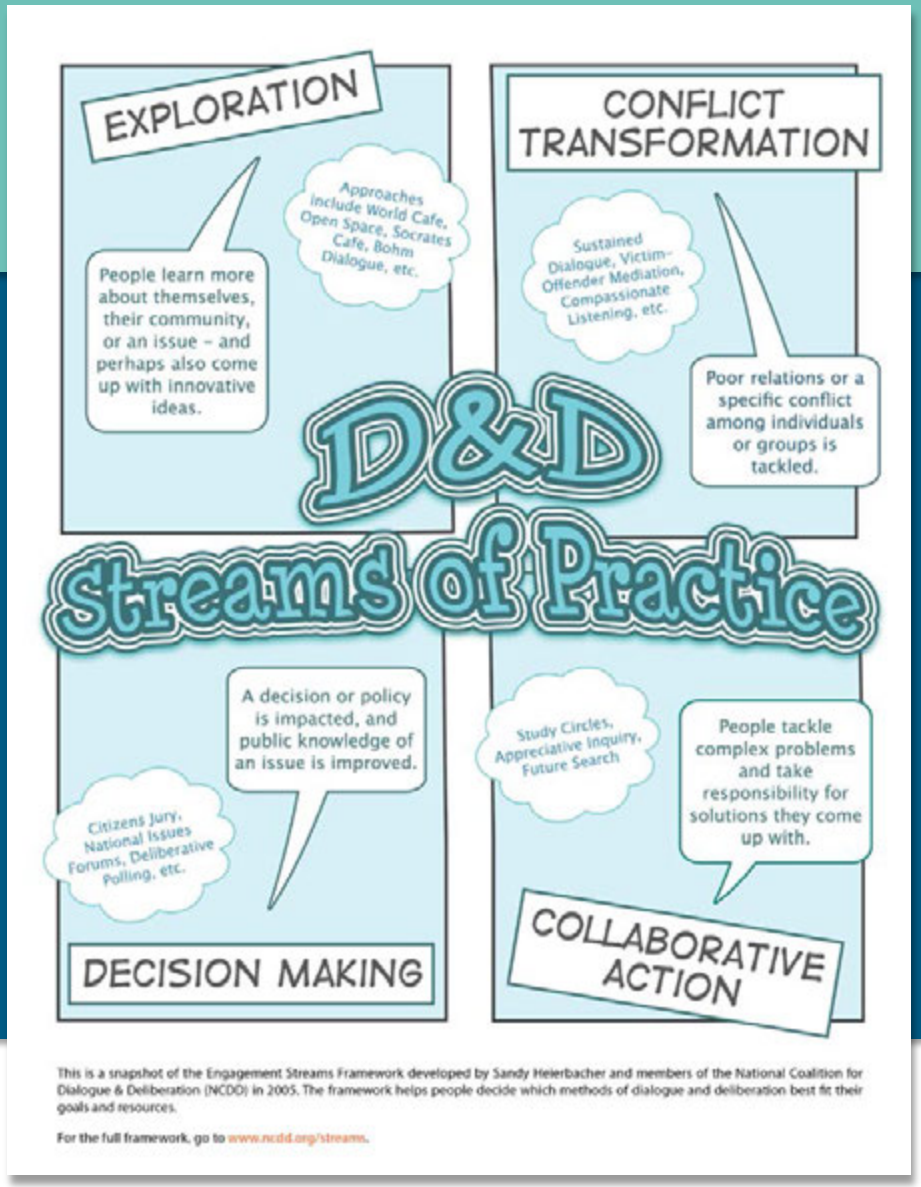
PICK A PROCESS

CHOOSE A MODEL

OR

COMBINATION OF MODELS

D&D ENGAGEMENT STREAMS



- Exploration
- Conflict Transformation
- Decision Making
- Collaborative Action

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ABOUT WORLD CAFÉ

the WorldCafe™

ABOUT EVERYDAY DEMOCRACY

Everyday Democracy

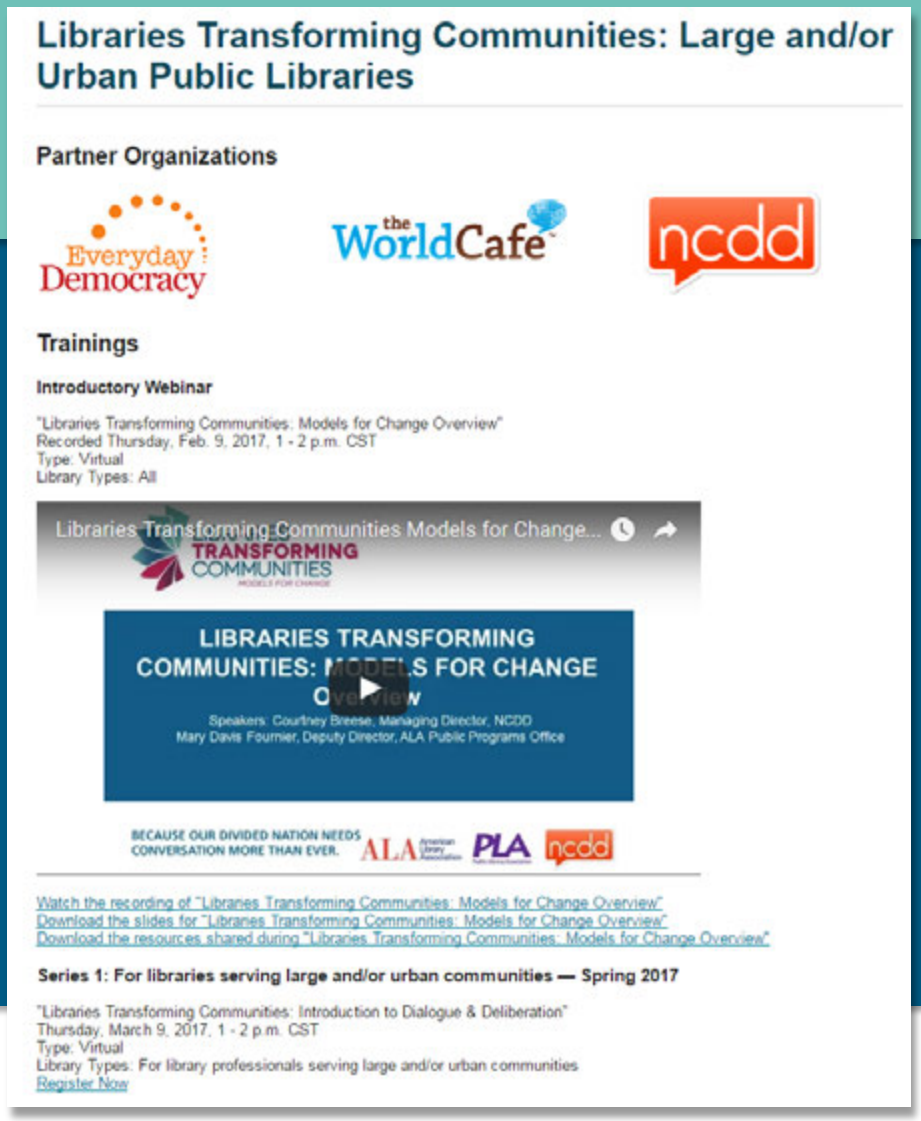
RESOURCES

NCDD's RESOURCE CENTER:
ncdd.org/rc

BEGINNER'S GUIDE:
ncdd.org/rc/beginners-guide

ALA LTC SITE:
ala.org/LTC

ALA LTC LISTSERV:
communityengagement@lists.ala.org



REGISTRATION NOW OPEN

SERIES 1:

Public libraries serving large and/or urban communities

Register now at: ala.org/LTC-models

ala.org/LTC-models #librariestransform

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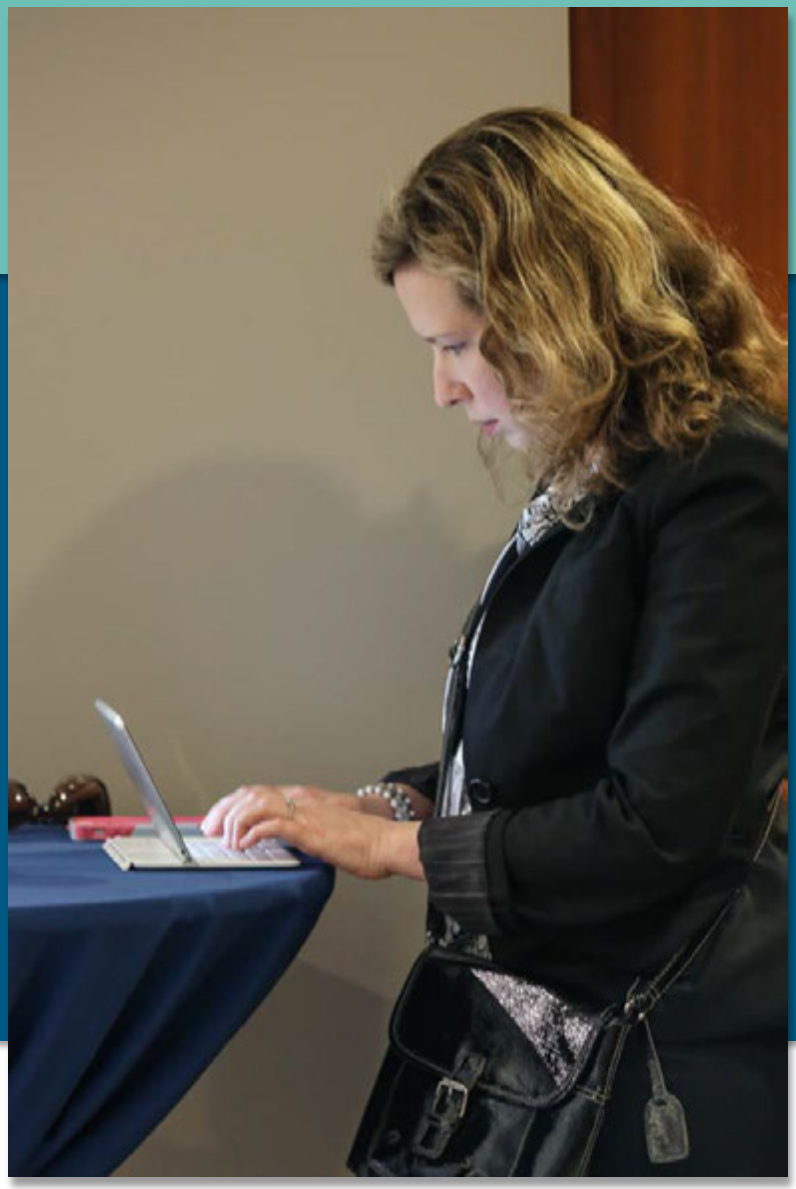
MORE QUESTIONS?



REGISTER NOW

ala.org/LTC-models

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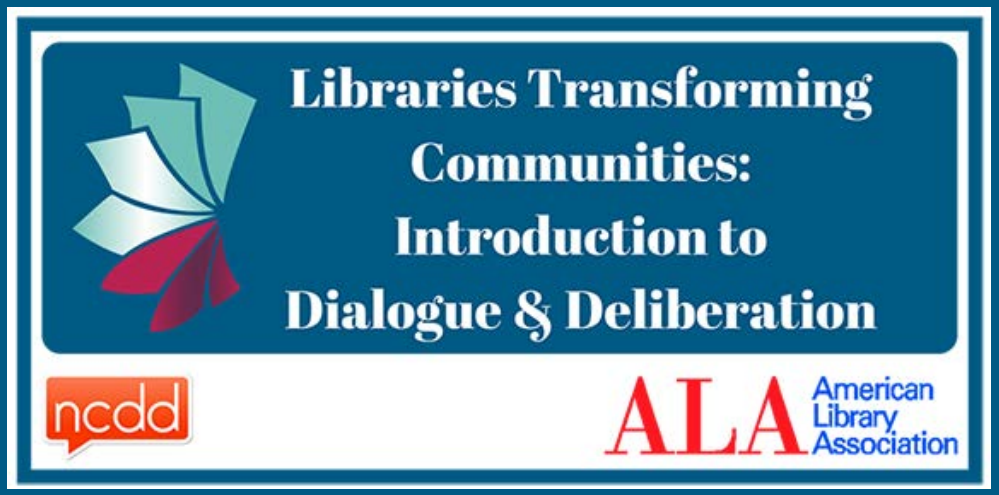
CLAIM YOUR BADGE



INSTRUCTIONS

1. Visit www.credly.com
2. Create an account or login
3. Click on “Claim Credit”
4. Enter “LTCPublic1” to claim badge

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THANK YOU!

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