



Listening & Learning Circles Participant Handout

Your Name	
Your Library	
Your Email	

Empathy Mapping: Your Experience with Digital Navigation in Your Library

Take a few minutes to reflect individually before group discussion.

 **What are you SEEING?** Patterns in who needs help, repeated challenges, service gaps, infrastructure issues.

 **What are you HEARING?** Common frustrations, fears, expectations from patrons. Messages from leadership, partners, or funders.

 **What are you DOING?** Workarounds, informal support, juggling responsibilities, where time actually goes.

 **What are you FEELING?** Stress points, pride, burnout, motivation, tension.

 **If you could name the top THREE core challenges for your library as it relates to digital access for staff and patrons, what would they be?**

Moving Toward Solutions: Program Design Workshop

1) If funding were available, where would it make the biggest difference at your library?

- Staffing
- Training
- Devices for Patron Lending
- Library devices and equipment
- Outreach to patrons about available resources
- Partnerships with services, community programs, consultants, and institutions
- Better internet connection
- Other: _____

Share your solution ideas:

2) What would NOT work for your library – even with funding? (Examples: overly complex reporting, rigid program models, short timelines, etc.)

3) What barriers might prevent your library from applying or participating? (Examples: Staff time, internal approval, grant-writing capacity, reporting burden, sustainability, etc.)

4) Which supports would make participation realistic? Please check or comment on what would be helpful.

- Simplified, fill-in-the-blank application template
- Example of a completed application
- Guided questions to help assess digital and technology needs
- A menu of ready-to-use implementation options, such as digital literacy curriculums/workshop series, help desk models, community partner referral programs etc.
- Example staffing models (with time estimates)
- Pre-built tracking/reporting templates (minimal required metrics)
- One-page briefing template for directors/boards
- Sample partnership agreements between libraries and other entities, such as programs, consultants, or other entities in the community
- Budget templates with ideas for sustaining the work over time
- Short training modules that can be reused
- Opportunities to learn from peers at other libraries through a peer learning cohort or office hours with staff who have expertise
- Other: _____

For any you selected above – what would make them truly useful?

 **Final Thought**

What is one thing RAILS should keep in mind to ensure this opportunity is equitable and accessible?
