COMMUNITY ENGAGEMENT
Phase III: Assessing & Evolving Community Engagement

Activity 22: Review and Expand Infrastructure

Goals
1. Revisit infrastructure to evaluate and expand how it can support non-directed community activities

Prerequisites
Activity: Identify Infrastructure for Community Engagement Activities

Related Activities
Activity: Determine New Forms of Community Engagement
Activity: Value Propositions for Position Descriptions

Who Should Participate?
Program management (tactical thinkers)

Length
60-90 minutes

Activity Instructions
1. Review original plan from Activity: Identify Infrastructure for Community Engagement

2. Compare current state to plan (you can use survey feedback or review metrics). Identify gaps to increase non-directed activities.

3. Identify pieces and roles community members could play (governance, active community members and less engaged community members)
   - Providing small ways to engage is an easy way to get wider engagement and lead to greater roles in the future.

4. Target and prioritize infrastructure that supports non-directed community activities. If program staff can create a framework, the impact can go much further. For example,
   - Encourage stakeholders to propose conference presentations by sharing calls for proposals on community lists and sharing slides that include basic platform details (that they can then expand on).
   - Provide template agendas and planning documents for local user group meetups.

5. Consider other infrastructure needed such as staffing or systems (see Activity: Value Propositions for Position Descriptions)

6. Consider a review of current system infrastructure (wiki, Facebook, website, Jira etc.)
   - Is there too much for current staff/community to support?
   - Are there too many ways to engage so that it is confusing for newcomers?

7. Prioritize the top 2-3 next steps (use sticker voting)
   a. In a sticker vote, each participant is assigned a number of stickers - these can be physical stickers in an in-person event or a specified piece of text (e.g., +1) in a virtual environment. Participants place their stickers or text alongside the options they’re voting for, according to the parameters of the exercise (e.g., most important, most likely, most interesting, etc.).

LYRASIS holds the copyright to this Activity and provides it for free use, sharing, copying, distribution and adaptation with attribution via the Creative Commons Attribution 4.0 International License (CC BY 4.0) available at: https://creativecommons.org/licenses/by/4.0/