

Community Coordinator: *Key functions*

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- Domain
 - identify important issues
- Community
 - plan and facilitate events (face to face, online)
 - link members, foster their development
- Practice
 - help build tools and methods, best practices, lessons learned, etc.
- Assess health, evaluate delivered value
 - to members
 - to organization
- Manage boundaries to organization

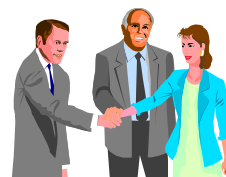
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Source: Wenger et al. 2002 1

Community Coordinator: *What a Leader Does*

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- Networking
 - Serve as a knowledge broker
 - Help people find each other
 - What are people interested in?
 - What will motivate them to participate?
- Organize events
- Work with web site content manager(s)
- Work with other community leaders
- Communicate community activities



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Source: Doug Rush, 2002 2

Community Librarian: *Activities*

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- Scanning resources
- Reviewing & selecting material;
- Writing summaries, reviews, or annotations
- Organizing materials into the taxonomy
- Suggesting most helpful resources
- Notes at community meetings
- Connecting with experts
- ...

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Source: Wenger et al. 2002 3

Stakeholders

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- Engage stakeholders (managers)
- Address their concerns & questions
 - CoP's take time away from my department
- Communicate and discuss potential benefits to them, members & the organization
 - Ask them what they think the purpose and output of the community should be
- Ask who from their group should be involved and if they might serve as a leader or in some other role

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Steering Committee

- Define Purpose and Output (what's expected) of the community
- Provide guidance on the structure & function of the community
- Review health of and value added by the community
 - Communicate to the rest of the organization
- Advocate on behalf of the community