

Engaging the community in service redesign

Effective consultative practice

Elizabeth A. Binns

Principal Libraries and Adult Learning Officer

Bury Library Service



...and into someone else's



**I MAY NOT HAVE
A MOUTH**

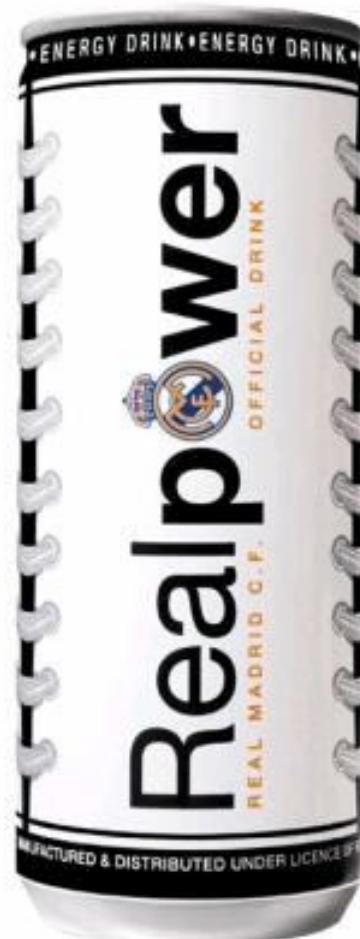


**BUT I'M SUPRISINGLY
CREATIVE.**

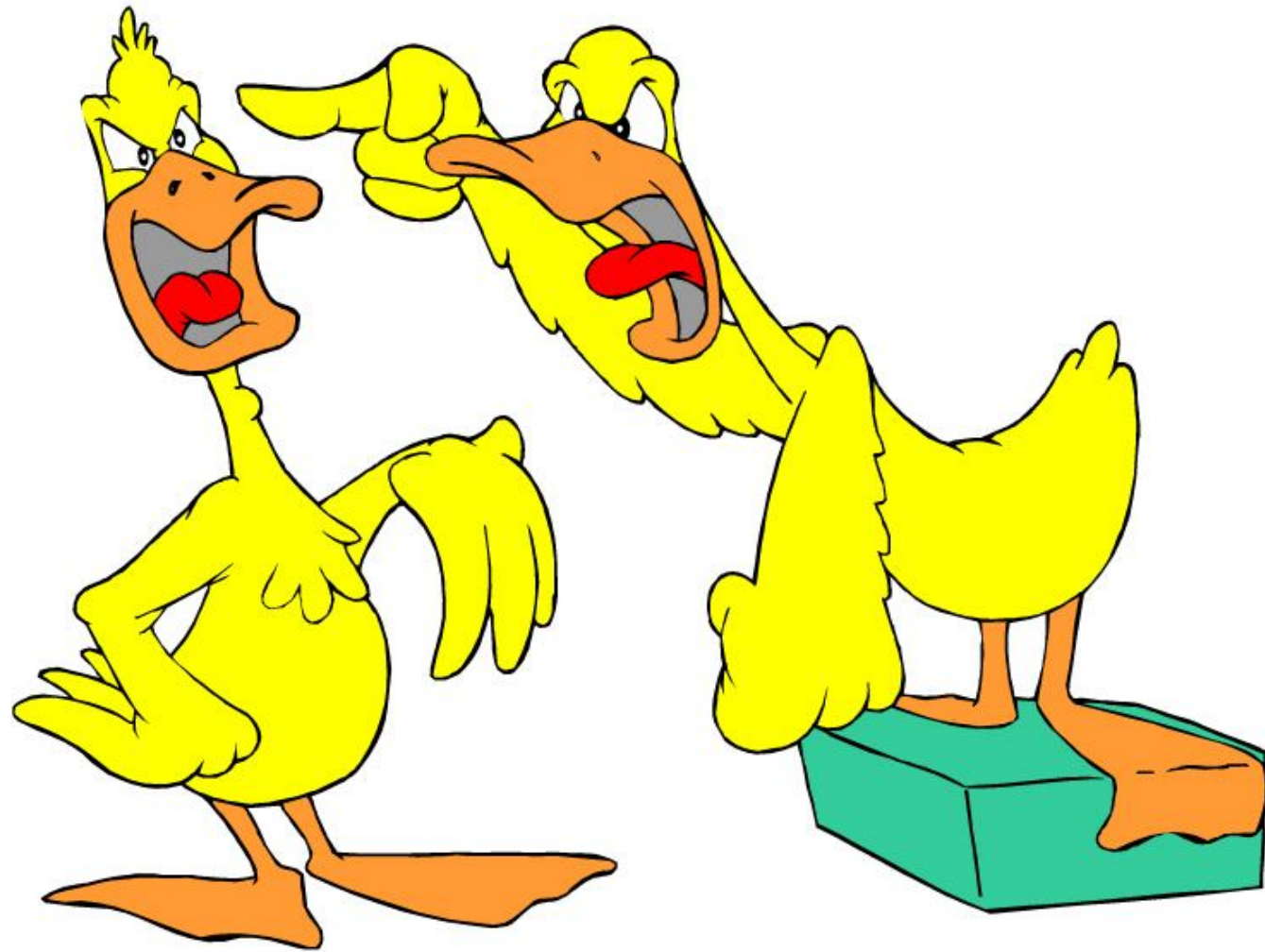
















AWKWARD SILENCE



**FILL WITH AWKWARD
NOISES**

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RESTROOM

