

**NO ONE CAME TO
MY PROGRAM!**

RECOVERING FROM PROGRAM FAILURE



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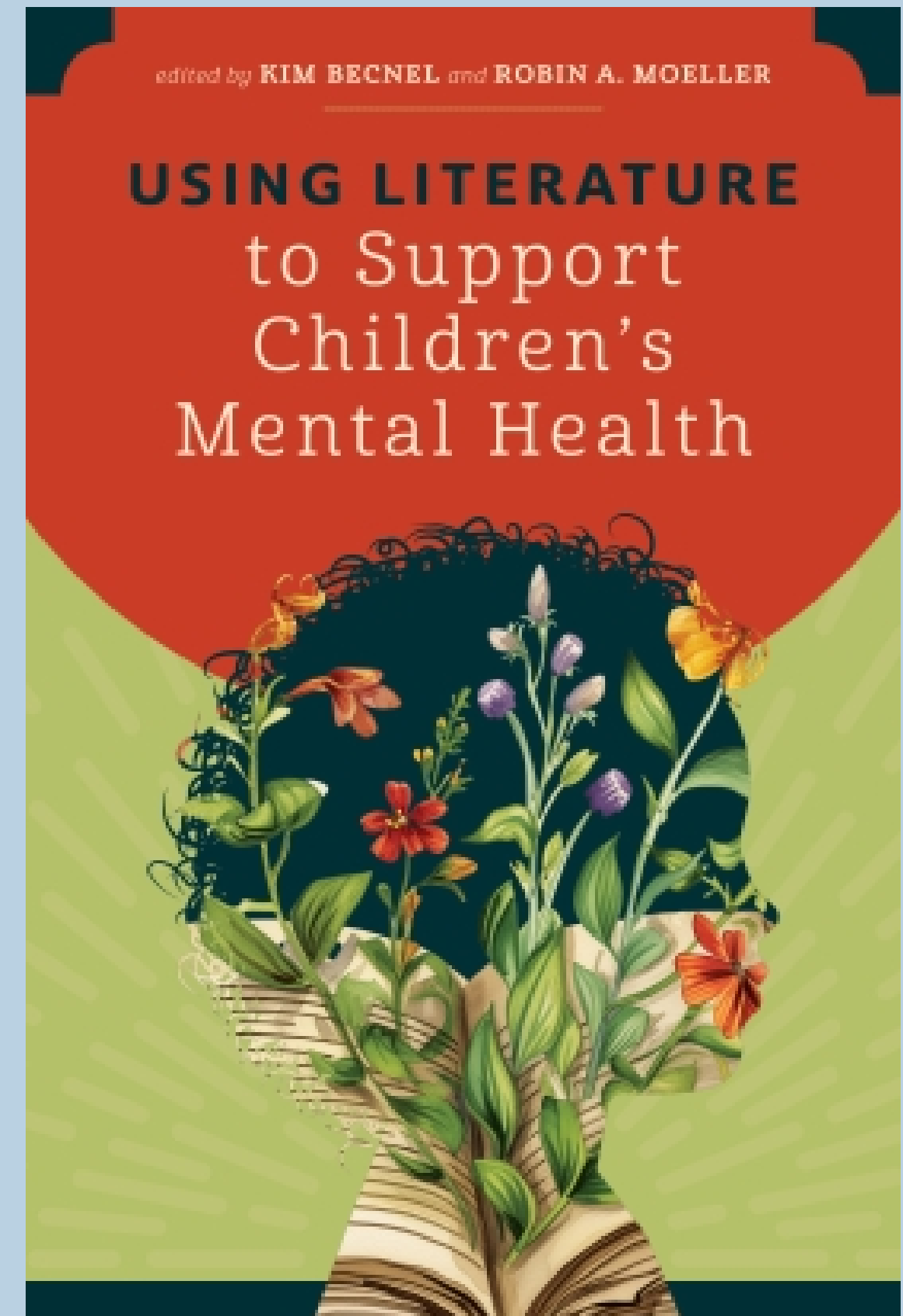


OVERVIEW

- 1. How and why do programs fail?*
- 2. What can we do in the moment of disaster?*
- 3. Avoiding (some) failure in the future?*
- 4. Questions*

WHO AM I?

- *Long time children's librarian*
- *Long time fail-er*
- *Neurodiversity advocate*
- *Terrible ukulele player*



FAiLURE #1

No one came to my program!


- or -

Just **one person** came to my program, and it was **incredibly awkward.**





RECOVERY #1

- Acknowledge your disappointment without dwelling on it
 - Decide if or when to close the program
 - Create a “in case of low attendance” alternative program plan
- 


FAILURE #2

**Way too many people
came to my program!**





RECOVERY #2

- Pivot to teamwork
 - Consider a time limit or a second session
 - Create an “in case of way too much attendance” alternative program plan
- 



FAILURE #3

My performer or
community partner
was a **no-show**





RECOVERY #3

- Be honest
 - Consider rescheduling
 - Have an “in case of emergency” back-up program
 - Acknowledge the disappointment that may arise from patrons
- 
- 



FAILURE #4

My patrons **hate** this
program
- or -
“I think I made a
big mistake”





RECOVERY #4

- Take note of feedback (even when unrealistic)
 - Consider what percent of patrons were dissatisfied vs. what percent were pleased
 - Involve patron groups in planning future program sessions
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- 


FAILURE #5




Something or someone is making everyone in the program **uncomfortable**







RECOVERY #5

- Set norms of participation before programs
 - Redirect interruptions with a change in activity
 - Assign a task or volunteer duty to build investment in the program
 - Role-play intervening to build confidence
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FAILURE-PROOF FUTURE PROGRAMS

- Get in conversation with your community
 - Learn to love statistics
 - Check the local competition
 - Evaluate in-house traditions
 - Accept that you can't control everything
- 
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THANK YOU!

