Lessons from ALA’s Libraries Build Business
The LBB 3 Tiers Model

**TIER 1: RESPOND**
Leverage your existing resources and promote them to the small business community.

**TIER 2: BUILD**
Seek partners and develop dedicated programs and resources for small business owners.

**TIER 3: SUSTAIN**
Become a leader in the small business community. Provide dedicated services and staff.
THANK YOU!

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