



“The America
I love still
exists at the
front desks
of our public
libraries.”

- Kurt Vonnegut



CREATING A 'CULTURE OF YES' AT YOUR LIBRARY AND IN YOUR COMMUNITY

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Colorado State Library



THEY CALLED THEM
INAPPROPRIATE. WE CALL THEM
CLASSICS.

Celebrate Banned Books Week with Level 4 September 27 - October 3

CHOCOLATE AGE

LOIS DUNGAN

FACE

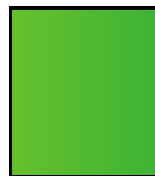
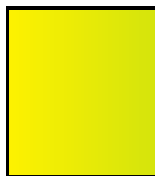
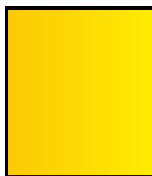
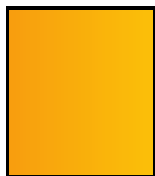
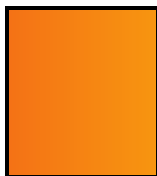
Observed at a library...



No

Yes, but ...

Yes, and ...



First Impressions?

Library First Impressions



Library – Yes, but













VISION

VISION FORMS THE FOUNDATION OF EVERY COMMUNITY. AS ITS CITIZENS REACH FOR A HIGHER PURPOSE THEY BEGIN A PROCESS THAT TRANSFORMS THEIR DREAMS INTO REALITY. THIS SCULPTURE IS DEDICATED TO THE VISION OF THE CITIZENS OF SPEARFISH.



**Libraries
Build Communities**

Collections



Yes, but ...







TANA FRENCH

THE SECRET PLACE

Readers Recommend

THE SUPREMES at EARL'S ALL-YOU-CAN-EAT

EDWARD BELSETT WOOD

PENNY

KEN FOLLETT

WORLD WITHOUT END

DUNE

FRANK HERBERT

Customer Service



Empowering

Engaging

Encouraging

Predictive

Responsive



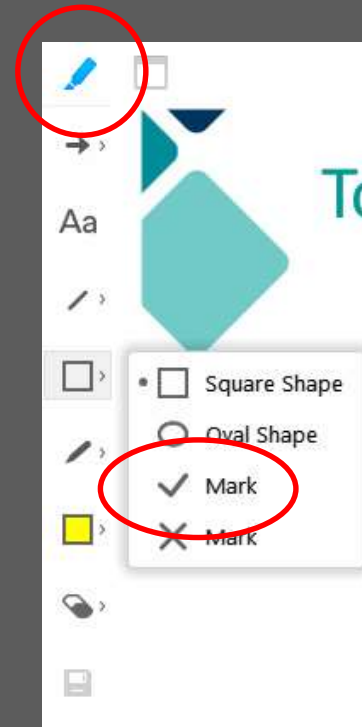
Policies

Annotation Tools

The tool buttons will open in a row on the left side of your screen, once you **click on the marker**, at the top left corner of the screen.





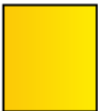
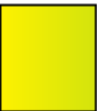








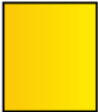
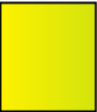








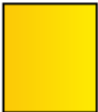
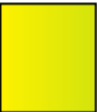








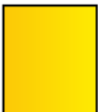
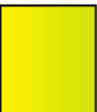








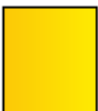















Check mark

- Click on square, half-way down.
- Use the drop-down menu and choose the check mark.
- Click on slide to indicate choice.



Think & Share – Three Things

Yes-O-Meter

	No	Yes, but ...						Yes, and ...		
Entrance & Space										
Collections & Displays										
Customer Service										
Policies										
Programs										
Internal Communications										

Summary & Outcomes

- Discover at least **three ways** to go from good enough to **unexpectedly amazing**
- Look at the **value of “Yes, and...”** as it applies to **displays, policies & services** at your library
- **Share and learn** techniques for **shifting your library culture** to invigorate the relationships between your staff and your community

“Always say ‘yes’
to the present moment...”

“Say ‘yes’ to life and see how life
starts suddenly to work for you
rather than against you.”

- Eckhart Tolle

A Great many things
can be resolved with kindness
even More with laughter,
but there are Some things
that just
require
cake.



among other reasons for
its happy influence upon the
spirit



laugh

Thank you!

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