



# Welcome!

**The webinar will begin at  
2:00 Eastern/11:00 Pacific**



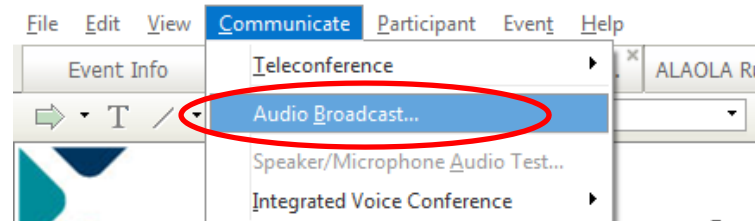
# Audio Tips

Today's audio is streaming to your computer's speakers or headphones.

**Too loud or soft?** Adjust volume level in the Audio broadcast box:



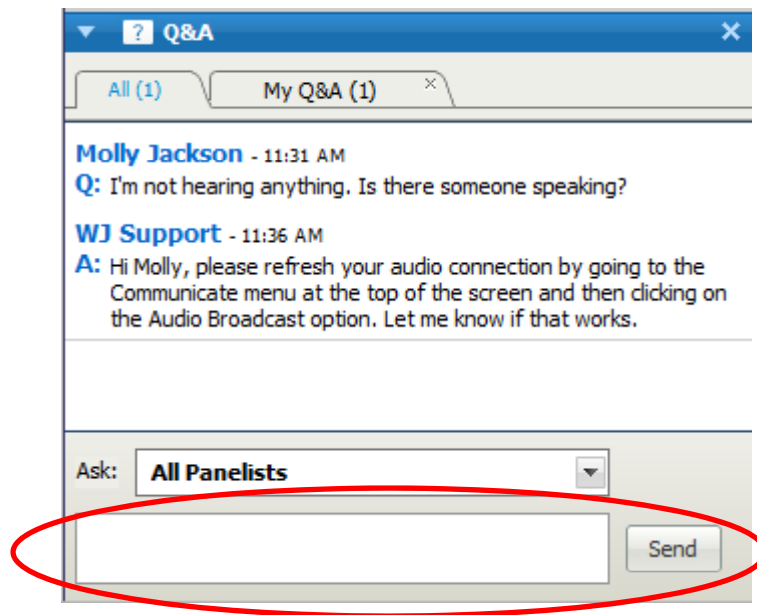
**Lost all sound? Hear an echo?** Click on the **small radio tower icon** (above chat box) OR go to the **Communicate** menu (at the top of the screen) and select **Audio Broadcast** to refresh your connection.





# Need Help?

Please post **technical support questions** into the **Q&A Panel**.



**Step 1:** Type the problem in the **dialog box**.

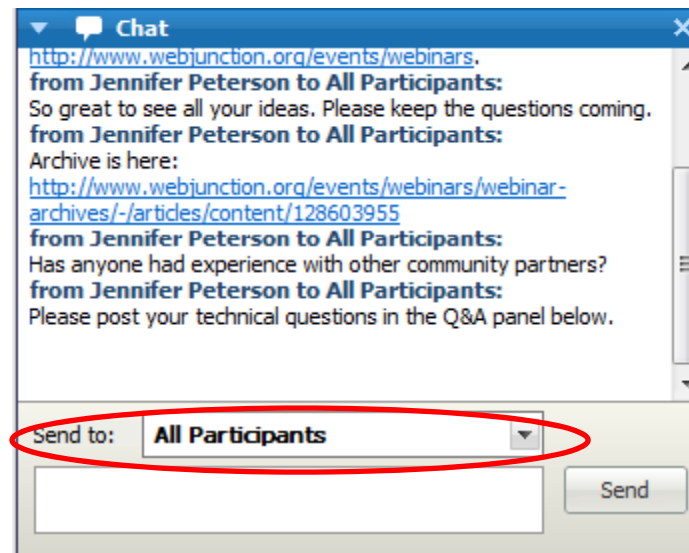
**Step 2:** Click **Send**.



# Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.



And if you're tweeting, use this hashtag: **#wjwebinar**





# Customize your experience

Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.

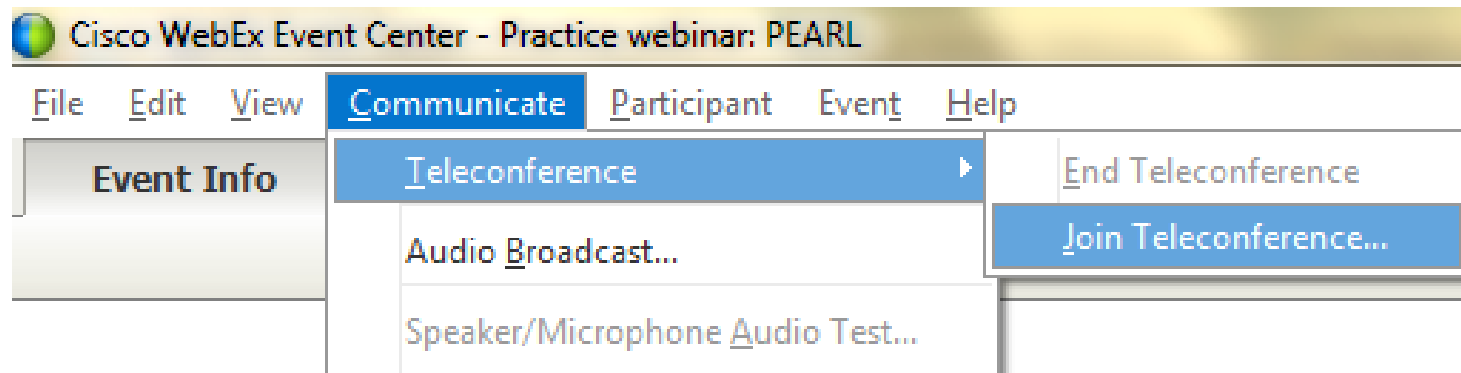


The screenshot displays a webinar interface with two main panels: 'Participants' and 'Chat'. The 'Participants' panel is at the top, showing 'Participants: 4' with a close button (X) circled in red. Below it, it lists 'Speaking: Jennifer Peterson (Host)', 'Panelists: 3' (Jennifer Peterson (Host), Susan Pieper, Marci Merola), and 'Attendees: 1 (1 displayed)'. The 'Chat' panel is at the bottom, showing a message from 'WJ Support to All Participants' and a 'Send to: All Participants' dropdown menu. A red arrow points to the right edge of the chat panel, and another red arrow points down to the Q&A panel header.



# Telephone Access

If you not able to listen via your computer, you may join by phone.



**Step 1:** At top left corner, select

**Communicate > Teleconference >Join Teleconference.**

**Step 2:** Call the toll-free number provided.

**Step 3:** Enter the **Access Code** provided.



Remember to post to **Q&A panel** if you need technical assistance.

Other Technical problems?

**Contact WebEx support**


**Event Number: 719 418 937**

**Phone: 1-866-229-3239**



Co-Produced by:  
**Jennifer Peterson**  
WebJunction  
Community Manager

Co-Produced by:



**Kathleen Gesinger**  
WebJunction  
Partner Services  
Manager



# Stay Informed

On WebJunction

[webjunction.org](http://webjunction.org)

Crossroads (monthly newsletter)

Subscribe on homepage

Events

[webjunction.org/calendar](http://webjunction.org/calendar)



Thanks to the generous support of the following state library agencies, WebJunction offers webinar programs for free to all who wish to attend:

**Florida** Department of State's Division of  
Library and Information Services

**Idaho** Commission for Libraries

**Illinois** State Library

**Indiana** State Library

**Maine** State Library

**Minnesota** State Library Agency & Minitex

**Mississippi** Library Commission

**Montana** State Library

State Library of **Ohio**

Access **Pennsylvania**

**Texas** State Library & Archives Commission

Library of **Virginia**

**Washington** State Library

And to the **Bill & Melinda Gates Foundation**  
for their continued support of WebJunction.



# Today's Presenters



**Cheryl Heywood**  
Director  
Timberland Regional  
Library, WA



**Georgia Lomax**  
Deputy Director  
Pierce County  
Library System, WA



**Anna Shelton**  
OCLC Program  
Consultant

# Grace Under Pressure: Tips and Tricks to Cultivate a Positive Approach



Image: Geralt, Pixabay  
<http://pixabay.com/en/hand-thumb-mench-silhouette-70508/>

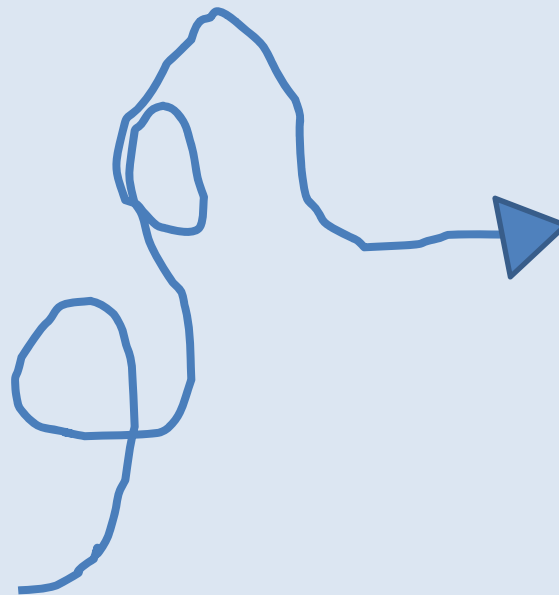


Image: Inhyuk Song, Flickr  
<http://www.flickr.com/photos/btweenus/7309139246/>





Image: Tony Roberts, Flickr:

<http://www.flickr.com/photos/preef/269412566/>

# What we'll cover:

## Personal work style

### Navigating organizational & societal change



Image: Amy\_Kearns, Flickr:

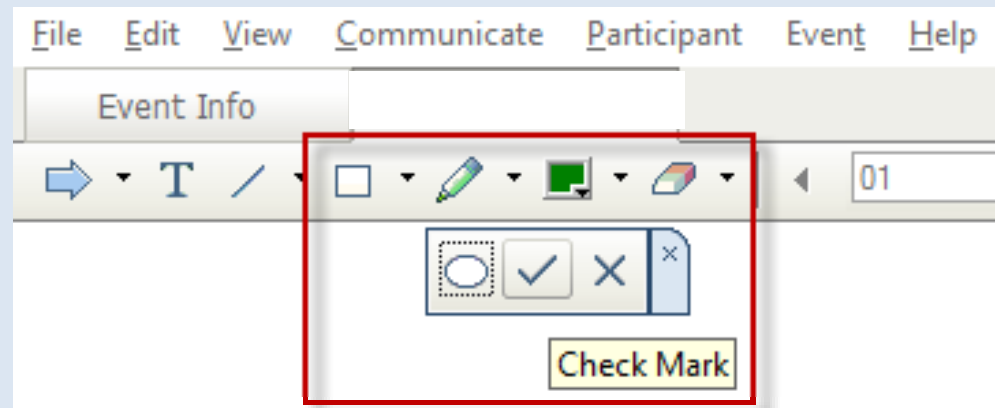
<http://www.flickr.com/photos/midatlanticbulldogrescue/33484088/>



# Using the check mark

You will be asked to use annotation tools during today's webinar to answer questions.

- Go to the top left corner of the slide.
- Find the square and click on small arrow to access check mark.
- Click on checkmark.
- Then click on your answer selection.



# What's Your Stress Level Right Now?



Image: Osamu Uchida, Flickr  
<http://www.flickr.com/photos/13975275@N00/153993894/>



Image: Dave Buchwald, Wikimedia Commons  
[http://en.wikipedia.org/wiki/File:Baby\\_yelling.jpg](http://en.wikipedia.org/wiki/File:Baby_yelling.jpg)

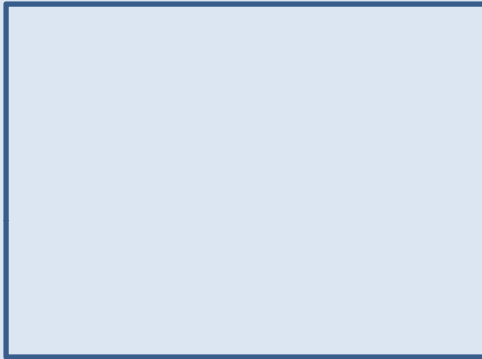


Listening to this webinar  
from a beach, on vacation.

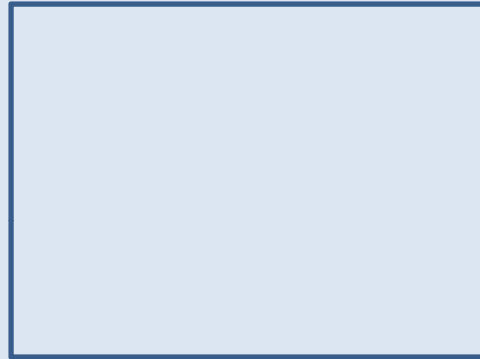
My head's going  
to explode!

# Biggest Stressor Today?

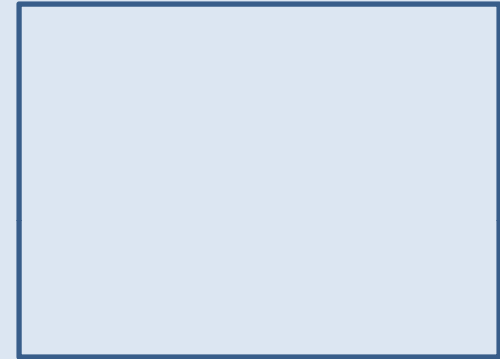
Too much to do

A large, empty rectangular box with a dark blue border, intended for users to write their response to the stressor 'Too much to do'.

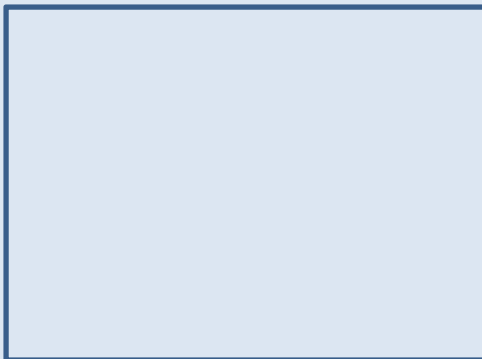
Relationships with  
colleagues/leaders

A large, empty rectangular box with a dark blue border, intended for users to write their response to the stressor 'Relationships with colleagues/leaders'.

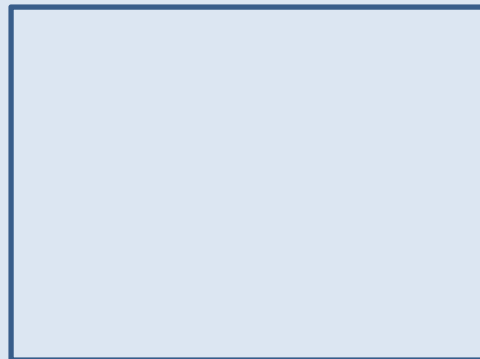
Frustrated library clients

A large, empty rectangular box with a dark blue border, intended for users to write their response to the stressor 'Frustrated library clients'.

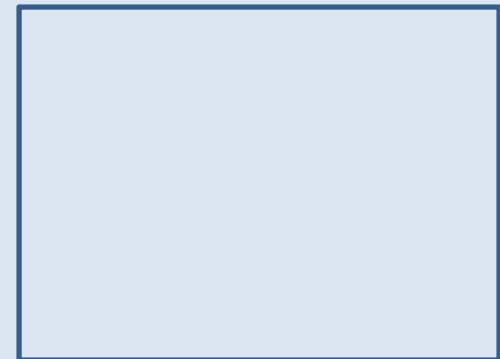
Budget cuts, Reorganization,  
New Leadership

A large, empty rectangular box with a dark blue border, intended for users to write their response to the stressor 'Budget cuts, Reorganization, New Leadership'.

Technology issues

A large, empty rectangular box with a dark blue border, intended for users to write their response to the stressor 'Technology issues'.

Other (note in chat)

A large, empty rectangular box with a dark blue border, intended for users to write their response to the stressor 'Other (note in chat)'.

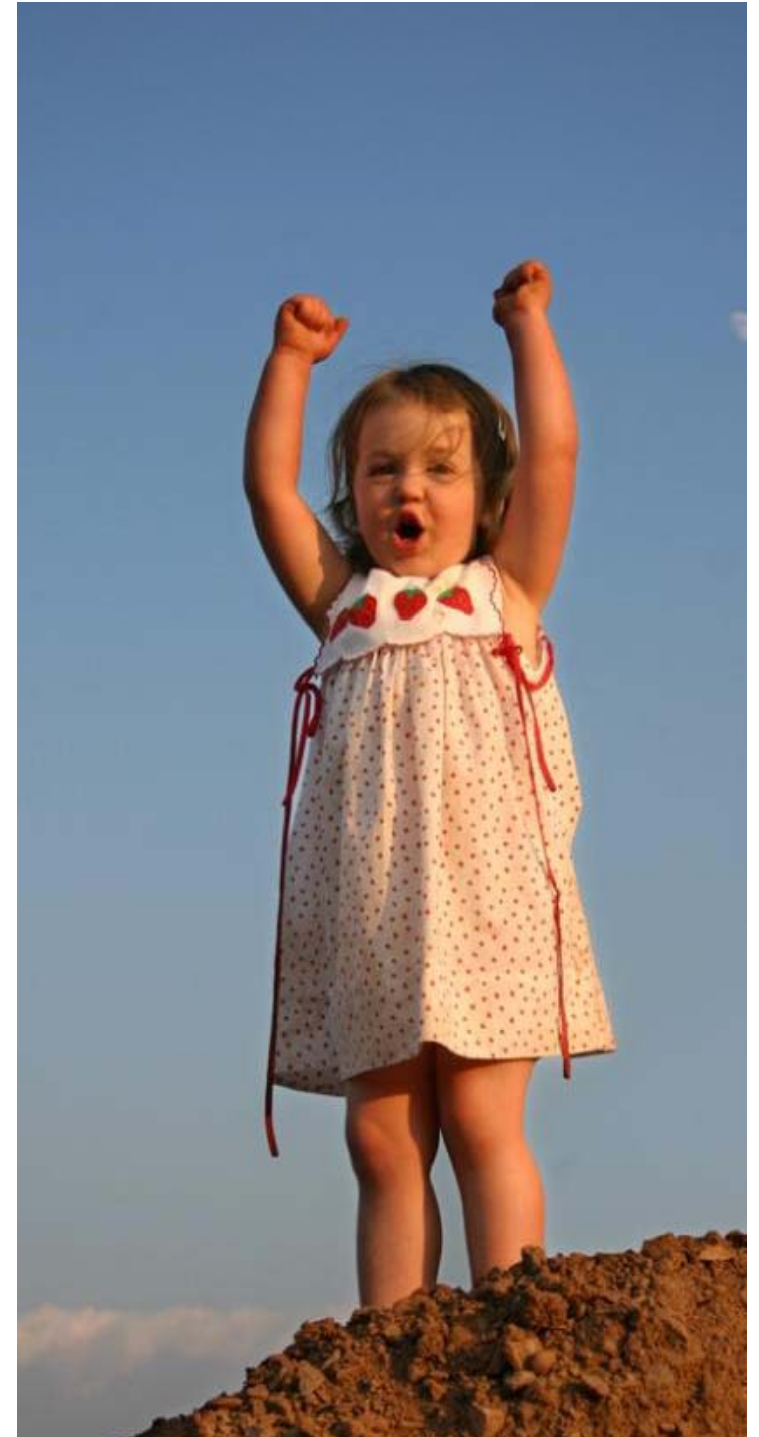
# Part 1: Personal Work Style

Image: Tony Roberts, Flickr:  
<http://www.flickr.com/photos/preef/269412566/>



# Personal Work Style

- We're all leaders
- Be yourself – it's up to you!
- Communication



# Time Management and Prioritization

- Planning
- Email
- Work space
- Workflow process
- Plus/Delta



Image courtesy of Chris Florence on Flickr:  
<http://www.flickr.com/photos/chrisflorence/7542642880/>



# Manage the Moment

- The 4 D's



Image courtesy of Gert Germeeraad on Wikimedia Commons:  
[http://en.wikipedia.org/wiki/File:Portret\\_van\\_een\\_man005.jpg](http://en.wikipedia.org/wiki/File:Portret_van_een_man005.jpg)

# Daily Work Habits to Reduce Stress

- Self-talk
- Work-life balance





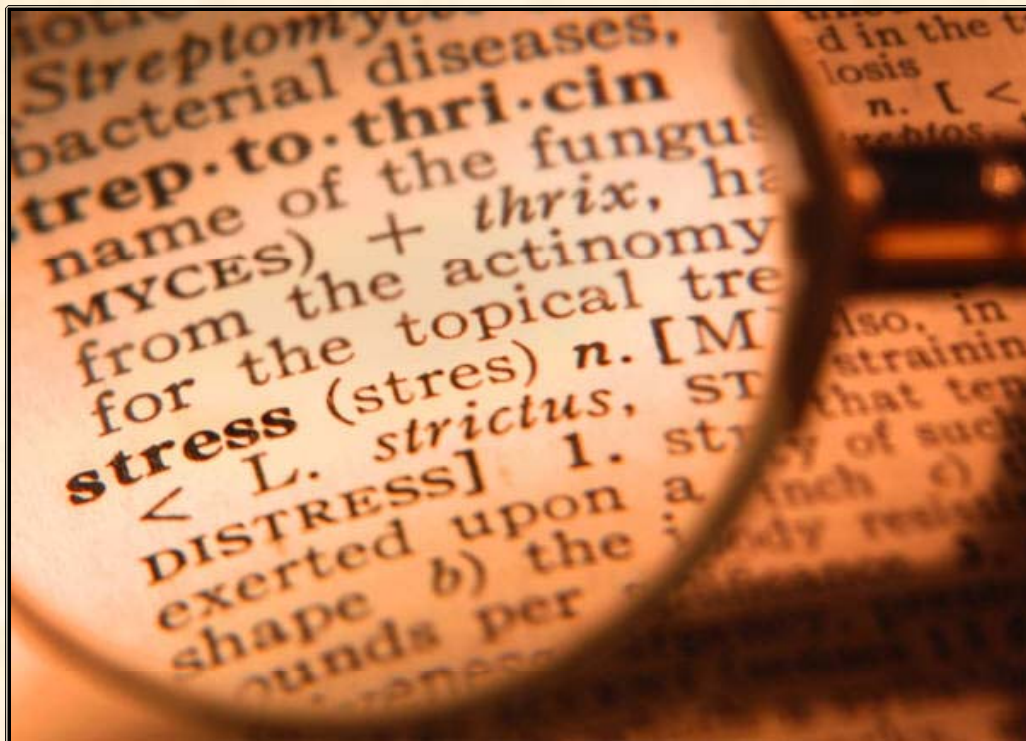
# Presenting Yourself

- Steps to improve performance and satisfaction



Image courtesy of Glenda Sims, Flickr: <http://www.flickr.com/photos/glsims99/3508186511/>

# Can Your Work Style Reduce Stress?



Georgia Lomax, Deputy Director  
Pierce County Library System

# Stress is a Part of Everyone's Life



We know it's healthy to reduce negative stress at work and home, but how can that be accomplished?



# Time and Demand



As responsibilities increase, so do the demands on your time and resources – How can you stay organized?

# Fast Paced Technical Environment



I have the need...  
...the need for speed.



Do NOT create stress for yourself by  
becoming an adrenaline addict

Try Internet Search Phrase: *"adrenaline addiction and work"*

# Work Life Stressors



Libraries offer unique services, and we encounter unique customers – how do you bounce back and stay on track?



# Home Life Stressors



What's on your mind while you're at work?

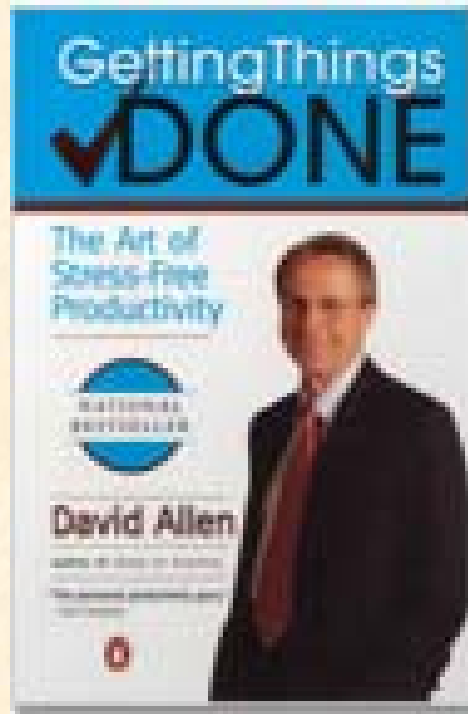
# Avoiding Stress at Work Doesn't Work



Work stress can make you want to find a secluded place and escape into a good book



# Getting Things Done by David Allen



Find material on seminars, resources and ideas for organizations and individuals at [www.davidco.com](http://www.davidco.com). Subscription to a free newsletter is also available.

# GTD



**G**et



**T**hings

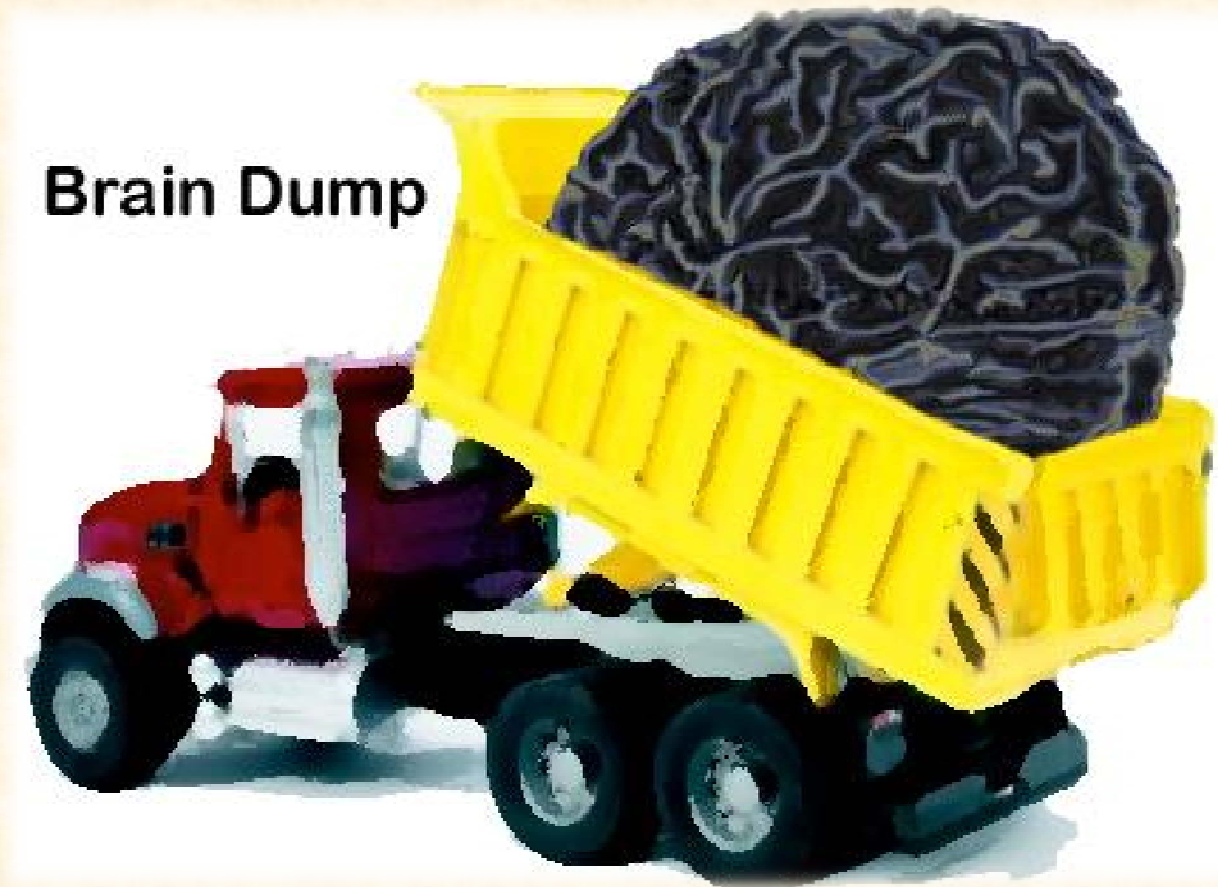


**D**one



Setting realistic timelines helps me meet project deadlines on or ahead of schedule

# Brain Dump



De-clutter your mind - there's only so much room!  
Use it wisely!

# Managing Time to GTD



Blocking GTD time provides valuable 1 on 1 time with projects and allows me to focus



# Life After Work!



A well-planned day at work can help reduce job stress and free your mind so you can have a less stressful life after work.

# Less Stress Through Better Communication

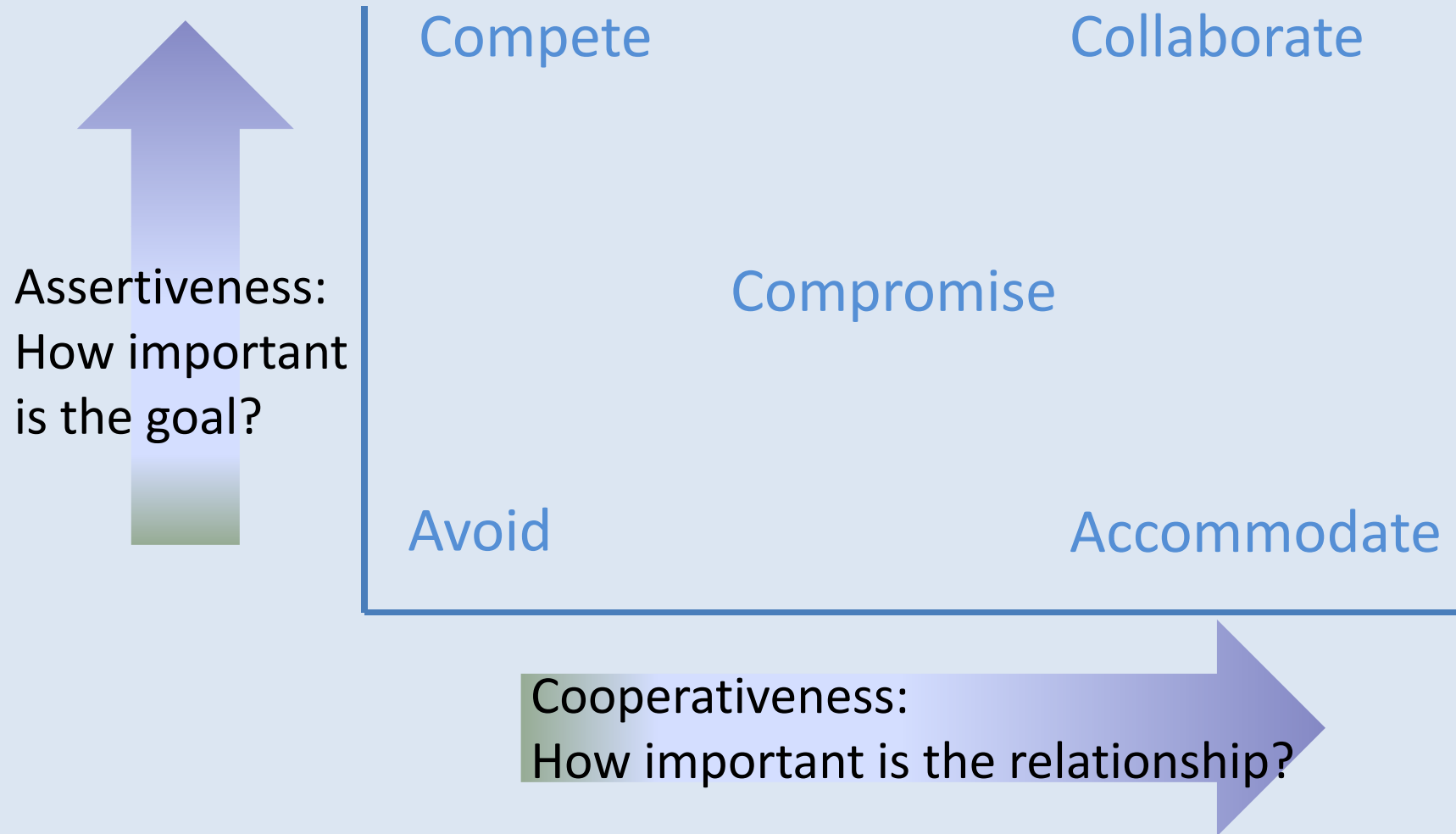


We control what we bring to our relationships and communication.

Image from David Wheeler, Flickr:

<http://www.flickr.com/photos/theory/3193684688/>

# Conflict Happens – Know Your Style



Based on Thomas-Kilmann Conflict Instrument (TKI):

<http://www.kilmanndiagnostics.com/overview-thomas-kilmann-conflict-mode-instrument-tki>

# Know Your Buttons ... and Your Wheelhouse



Image from Graham Holliday, Flickr:  
<http://www.flickr.com/photos/noodlepie/8113494373/>



Image from University of Wisconsin Digital Collections, Flickr:  
<http://www.flickr.com/photos/uwdigicollc/2247503384/>



# Difficult Conversations are an Opportunity to Get New Information

- Put your antennae up
- Be curious



Image from Samira Mink, Flickr:  
<http://www.flickr.com/photos/mink/8205711325/>



Image from Pandiyan V, Flickr:  
<http://www.flickr.com/photos/pandiyan/242963318/>

# STATE model

Crucial Conversations (VitalSmart) <http://www.southamconsulting.net/cc1/skills/state.html>

- **Share your facts**
- **Tell your story**
- **Ask for others' paths**
- **Talk tentatively**
- **Encourage testing**



Image from Vernon Area Public Library, Flickr:  
<http://www.flickr.com/photos/vapld/9195930180/>



Image from Shane McC, Flickr:  
<http://www.flickr.com/photos/shanemcc/8503296017/>

# Embrace mistakes

- Raise it to the right people
- Be part of the solution
- Seek discovery



Image from Chris Brown, Flickr:

<http://www.flickr.com/photos/zoonabar/5970520149/>



# How Can I Be a Force for Positive Change in My Universe?

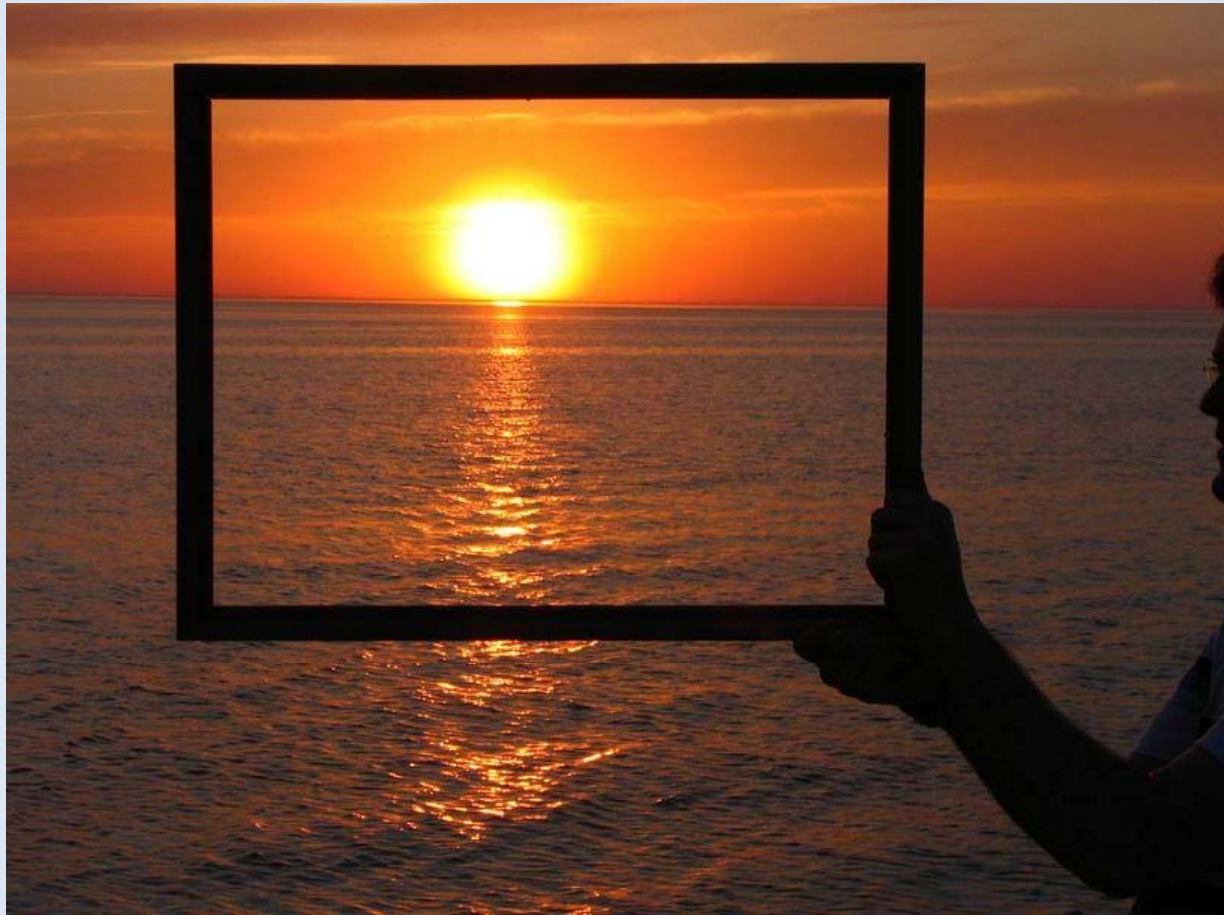


Image from Kfergos, Flickr:  
<http://www.flickr.com/photos/kfergos/143948354/>



## Fill the well

- Self
- Mission/passion for this work
- Relationships with colleagues

Image from Echner1, Flickr:

<http://www.flickr.com/photos/decadence/249922565/>





Image: Amy\_Kearns, Flickr:

<http://www.flickr.com/photos/midatlanticbulldogrescue/33484088/>

## Part 2:

# Navigating Organizational Change & Societal Issues that Impact our Communities

# Types of Organizational Change

- Budget cuts
- Levy failures
- Reorganization
- Rapidly changing technology
- New leadership
- Moving to floating collections
- Classification study
- Policies and procedures
- Introduction of fines

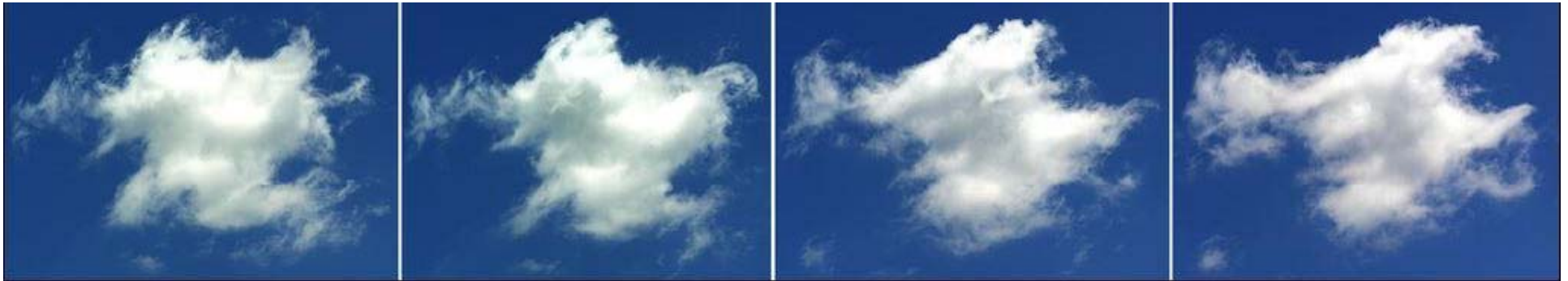


Image: Readerwalker, Flickr:

<http://www.flickr.com/photos/readerwalker/148958641/>

# Approaching Organizational Change

- Guiding principles
- Decision-making
- Task forces



Image: Opensource.com, Flickr:

<http://www.flickr.com/photos/opensourceway/6555466809>

# Being Organizationally Pro-Active

- Internal Communication Plan
- Decision-making
- Employee Standards of Performance
- Training
- Annual Staff Survey and Administrative Response
- Committees / Task Forces



Image: Zabdiel Flickr

<http://www.flickr.com/photos/zabdiel/3028620509/>







# Practice, Practice, Practice



IF IT DOESN'T **CHALLENGE** YOU  
IT DOESN'T **CHANGE** YOU

You must accept the challenge and change with change  
Work toward your 10,000 hours to be an expert

# Many Decisions Are Not in Your Control

FEEL IT  
LET GO  
MOVE ON



If you are told a decision is to let something go . . .  
LET IT GO!

# RACI

RACI Definitions	
<b>R</b>	<b>Who is Responsible</b> ▶ The person who is <i>assigned</i> to do the work
<b>A</b>	<b>Who is Accountable</b> ▶ The person who makes the <i>final decision</i> and has the <i>ultimate ownership</i>
<b>C</b>	<b>Who is Consulted</b> ▶ The person who must be consulted <i>before</i> a decision or action is taken
<b>I</b>	<b>Who is Informed</b> ▶ The person who must be informed that a decision or action <i>has</i> been taken

Bus Ctr GMs/BUMs	Bus Ctr Controllers	Bus Ctr Sales Director	Bus Ctr PM/Operations Mgr	Bus Ctr Engineering Dir	Bus Ctr Purchasing Mgr	Bus Ctr Mfg Director	Bus Ctr IT Manager
------------------	---------------------	------------------------	---------------------------	-------------------------	------------------------	----------------------	--------------------

5.0	Fullfil the Engineered Product Order	Provided by Paulbosetti.com							
5.1	Enter the Product Order	R	A	A	C	I	I	I	I
5.2	Plan & Manage the Project	R	I	I	A	C	C	C	
5.3	Engineer the Order	R	I	I		A		C	
5.4	Produce the Product	R	I	I	I	C	C	A	
5.5	Deliver, Install & Commission the Product	R	I	I	A	C	C	C	
5.7	Obtain Customer Acceptance & Final Payment	R	A	I	A				

The RACI (responsible, accountable, consult, inform) model is often used to be clear about responsibilities, but it also works for communication and change.



Don't Accept Any Monkeys Unless  
You're Prepared to Feed Them!





What? How? Why? Who?



Rick Maurer, Organizational Development and  
Change <http://www.rickmaurer.com>

# What Am I Doing?



What are you working on? ADD MANUALLY

0 min Start

Stuff you've done so far Actions

**TODAY - 4:17 h**

<input type="checkbox"/> S First draft	Big Client - Website -	02:58:23	00:17M-00:25M	CONTINUE
<input type="checkbox"/> S Team meeting	Big Client - Website -	35:14 min	00:38M-00:06M	CONTINUE
<input type="checkbox"/> S Project management	Big Client - Website -	01:33:49	00:18M-02:43M	CONTINUE



When it feels like you have too much to do,  
it's time for some honest examination

# The Choice is Yours



**REMEMBER:** You have the ultimate choice-  
You must make the ultimate decision

# Societal Impacts Affecting TRL Communities

- High Unemployment / Low Wage Jobs
- Mental Illness
- Drug and alcohol abuse
- Homelessness
- ACEs
- Health



Image: Kryscendo, Flickr

<http://www.flickr.com/photos/kryscendo/5719500667/> Kryscendo



# Timberland Regional Library's Approach To Societal Impacts:



Image: Kolby, Flickr

<http://www.flickr.com/photos/kahunna/104278812/>

- Strategic Plan
- Staff Training
- Programming / Outreach
- Service Stories

# What You Can Do

- Develop Emotional Resilience
- Context/Perspective
- Work Ethic - Keep Skills, Knowledge and Abilities Up-to-Date
- Keep Your Resume Fresh



Image: Twiga269, Flickr

[http://www.flickr.com/photos/twiga\\_269/3560861172/](http://www.flickr.com/photos/twiga_269/3560861172/)

# Your Presence Makes a Difference



## Images:

1. Top left from Bowman Public Library, Flickr:  
<http://www.flickr.com/photos/bowmanlibrary/715928659/>
2. Middle left from Skokie Library, Flickr:  
<http://www.flickr.com/photos/skokiepl/3921318540/>
3. Bottom left from Circulating, Flickr:  
<http://www.flickr.com/photos/circulating/540360174/>
4. Top right from San Jose Library, Flickr:  
<http://www.flickr.com/photos/sanjoselibrary/2800673223/>



# What one action will you take when you leave here today (personal work style)?

Try new time management approach

Monitor my self talk

Try a new communication technique

Create a new habit

Focus on doing things I love outside of work

Look for opportunities to be a leader

Reconnect with what inspires me in this work

Other (note in chat)



# What one action will you take when you leave here today (organization)?

Ask to discuss a topic at a staff meeting

Help recognize our accomplishments

Reach out to a potential partner organization in my community

Spend time practicing something I'm challenged by

Identify an opportunity for meaningful staff training

Get people together to propose a solution to something making us nuts

Seek opportunities to better support my colleagues

Speak up with an idea I'd like us to try or about a concern I have

# What's Your Stress Level Right Now?



Image: Osamu Uchida, Flickr  
<http://www.flickr.com/photos/13975275@N00/153993894/>



Image: Dave Buchwald, Wikimedia Commons  
[http://en.wikipedia.org/wiki/File:Baby\\_yelling.jpg](http://en.wikipedia.org/wiki/File:Baby_yelling.jpg)



Listening to this webinar  
from a beach, on vacation.

My head's going  
to explode!