**Librarian Evolution: Libraries Thrive When We Change: Learner Guide**

<https://www.webjunction.org/events/webjunction/librarian-evolution.html>

**Event Description**: Charles Darwin said, "It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change." It has never been a better time to be a librarian—especially when we recognize and act on our power to help people in our communities build better lives through learning and literacy. To do that, our identity, our education, our organizations, and our work is changing. Learn how library staff are becoming change agents to help Topeka and Shawnee County Public Library, the 2016 Gale/LJ Library of the Year, become an essential asset in its community.

**Presented by:** Gina Millsap, Chief Executive Officer, and Thad Hartman, Chief of Staff, Topeka and Shawnee County Public Library (TSPCL), Kansas

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| **What are your goals for viewing this webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |
| **Where to Start with Change: Outside In** | |
| TSCPL, in determining the who, what, when, and how of change, starts by looking from the outside in.  Start thinking about change by asking these questions about your library:  How do people see us?  What’s important to the communities we serve?  What is it people value about us?  Explore research and resources to help answer the question.  [Pew Research Center - Libraries](http://www.pewresearch.org/topics/libraries/)  [Harwood Institute - Libraries](https://theharwoodinstitute.org/libraries/)  [Aspen Institute - Rising to the Challenge: Re-envisioning Public Libraries](http://csreports.aspeninstitute.org/Dialogue-on-Public-Libraries/2014/report)  [The New Librarianship Field Guide - R. David Lankes](https://davidlankes.org/new-librarianship/the-radicals-guide-to-new-librarianship/) | |
| **On Changers and Changees** | |
| What about working with ‘changees,’ the folks who are resistant to or concerned about change? Their concerns and fears are legitimate and there are ways to work with them to help them overcome those concerns to become an advocate for, and participant in, specific changes. TSCPL uses a version of a plus/delta, asking folks to list all the things that might be lost, that they will miss and even grieve, if a certain change is made. Then we ask them to list how things could be improved.  Acknowledging their concerns, writing them down, and providing context for them can make a big difference.  Things lost with change:  Things improved with change: | |
| **Leading Change** | |
| Explore John Kotter’s 8-Step Process for Leading Change (on [Shmula.com](https://www.shmula.com/john-kotters-8-step-process-for-leading-change/22482/) or updated on [KotterInc.com](https://www.kotterinc.com/8-steps-process-for-leading-change/)) and assess your library’s strengths, weaknesses and opportunities for each step. Include examples where you can.   1. Create a sense of urgency 2. Build a guiding coalition 3. Form a strategic vision & initiatives 4. Enlist a volunteer army 5. Enable action by removing barriers 6. Generate short-term wins 7. Sustain acceleration 8. Institute change | |
| **Staff as Change Agents** | |
| TSCPL looks to develop staff at all levels as change agents. Check off those qualities you already seek to develop on your team and circle those you don’t yet prioritize but would like to explore further as an organization.   * Enthusiastic, **passionate** and inspiring * Strong, engaging and dynamic **communicator** * Effective networker and **facilitator** * Capable of engaging in **self-assessment**, self-reflection and analysis * Committed to the **lifelong learning** of themselves and others * Understanding of **environment**, social and economic connections * Ability to act as a responsible **citizen** * Critical and **systems thinker** with the ability to solve problems creatively * Works in **cooperation** with others * **Proactive** not reactive | |
| **How to Start a Librarian Evolution** | |
| Gina and Thad point out that “the hardest thing to change is the way people behave. Why? Because we’re creatures of habit, but we don’t have to be.” Explore the following steps to creating a team ready and willing to evolve and check those you feel your library does well and circle those you’d like to do better.   * Foster a culture of learning * Set high performance expectations * Invest in employees * Be a learning organization * Find the folks who think differently * Listen to customers * Practice the art of the BHAG ([Big Hairy Audacious Goal](https://en.wikipedia.org/wiki/Big_Hairy_Audacious_Goal)) * Get out of the library * Learn from your partners * Commit to being the best | |
| **Action Plan (include next steps, who, when, etc.)** | |
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