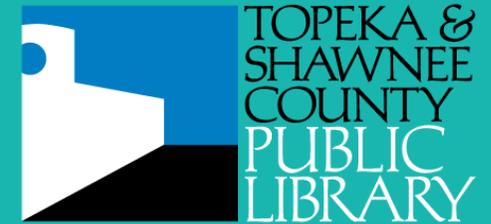


Librarian Evolution: Libraries Thrive When We Change



Gina Millsap
CEO



Thad Hartman
COS

Change



Our story

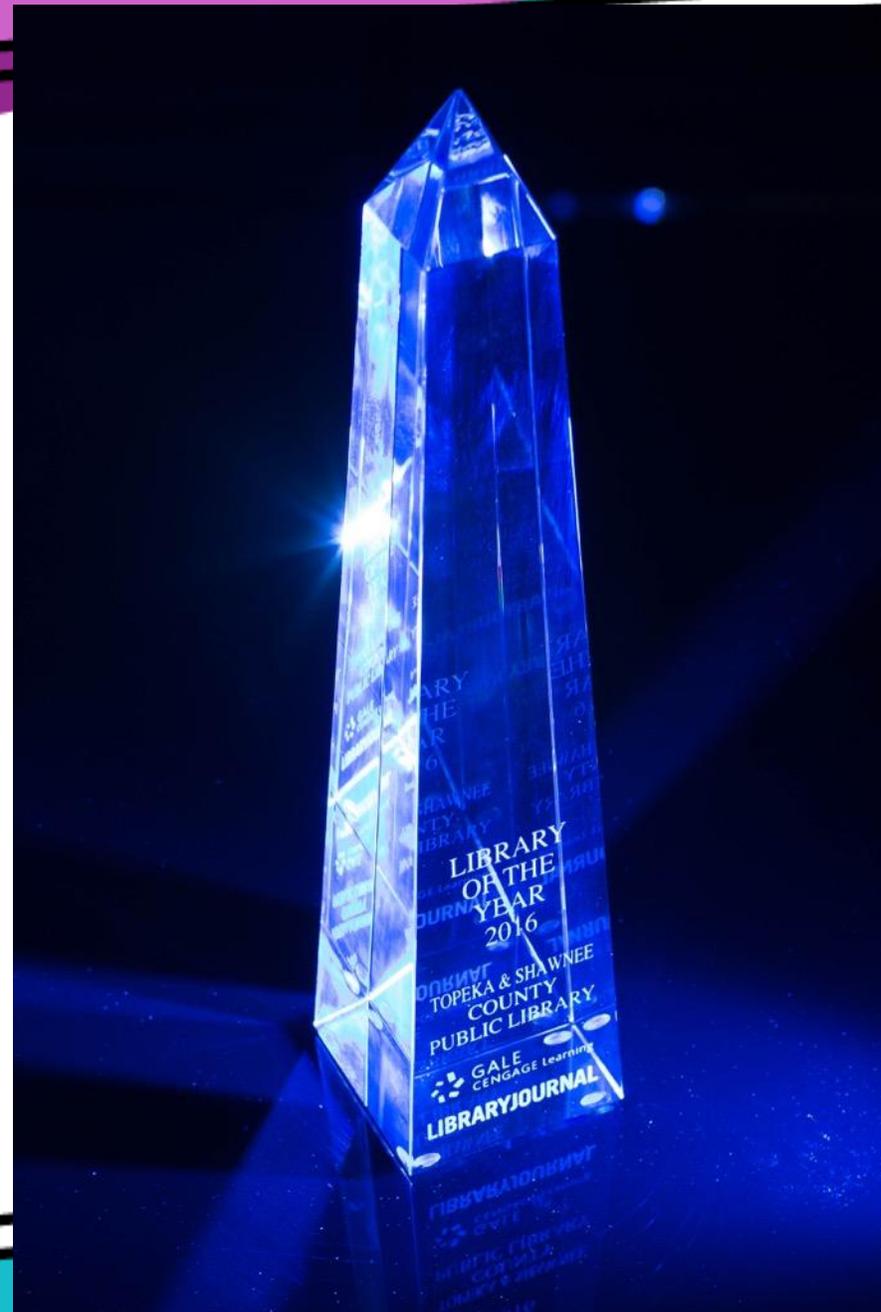




Photo by Topeka and Shawnee County Public Library, used with permission



2016 *Library of the Year*



CHANGE

A photograph of two golden retrievers sitting on a grassy area with scattered yellow and orange leaves. They are facing each other and holding a red plastic fork in their mouths. The fork is held horizontally, with the tines pointing towards the center. The dogs' fur is a rich golden-brown color. The background is a soft-focus green lawn with fallen autumn leaves.

- \$ Dollars
- Relevance
- Customer demand
- Getting better at what we do

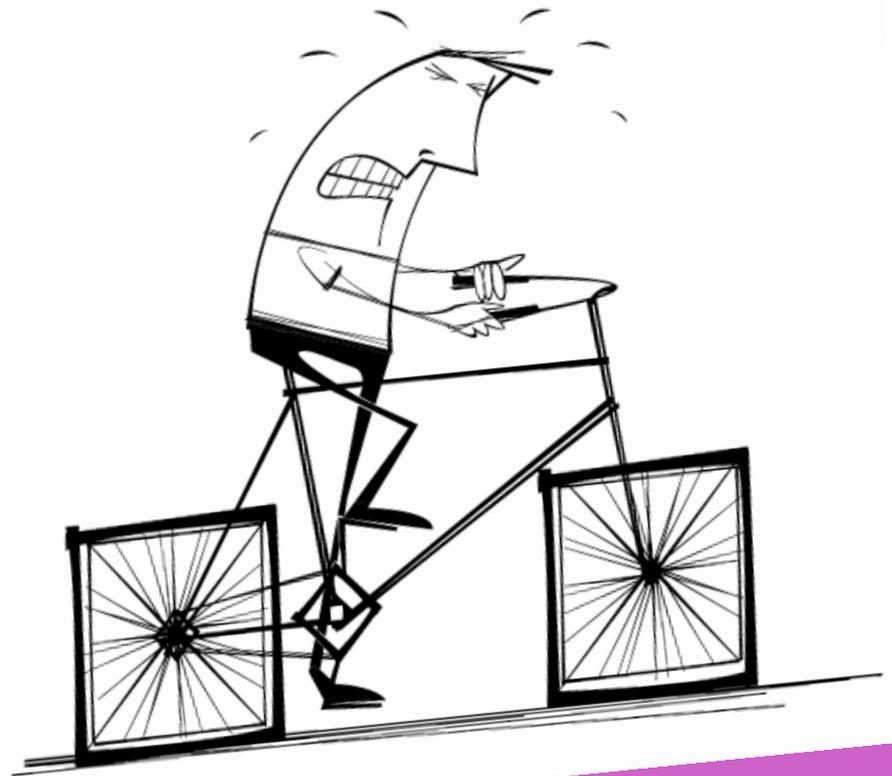
- Something will be lost
- Lack of control
- Fear of the unknown
- Lack of expertise
- Too busy
- “We’re successful now”

CHANGE

ERRR...



CAN'T STOP.
TOO BUSY!!



What do the experts say?

- Dannemiller



Dissatisfaction
with the
status quo

×



Vision
of a positive
future state

×



First Steps
in the direction
of the vision

>



Resistance
to change

What do the experts say?

- Zawacki



**Getting your
head out of...**



Outside in

What do people
value about us?



Pew Research Center



Harwood Institute



Aspen Institute

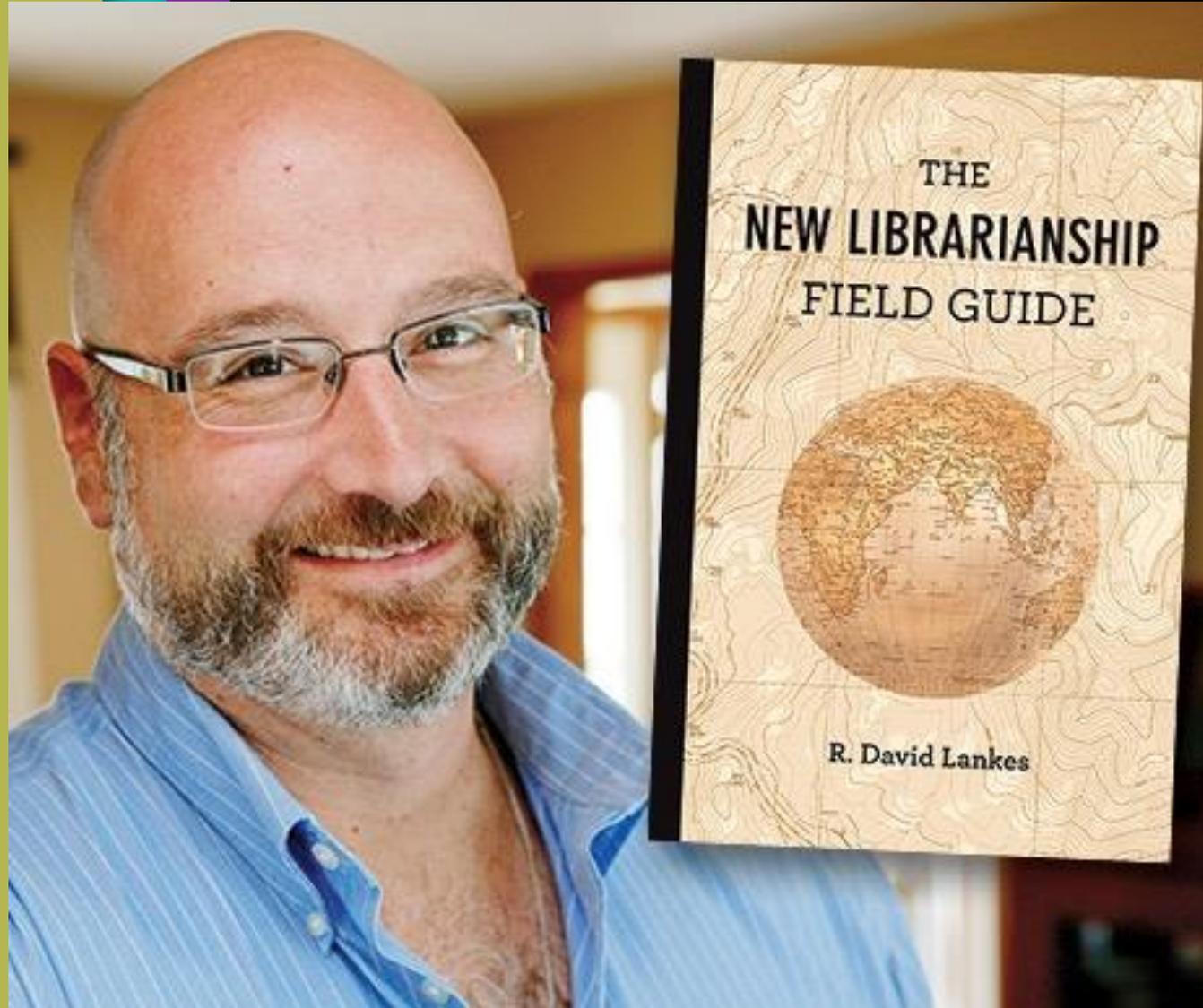
RISING TO THE CHALLENGE

Re-Envisioning Public Libraries



THE ASPEN INSTITUTE

The New Librarianship Field Guide



The media

Forbes  LOG IN

YOUR READING LIST



Why Public Libraries Matter: And How They Can Do More



Jeffrey Martin of honorCode Helps Teachers And Students Crack Coding

in Active on LinkedIn



Ten Interview Mistakes You Can Recover From

CMO Network

Forbes

JAN 16, 2013 @ 03:26 AM 116,048 VIEWS

Why Public Libraries Matter: And How They



 David Viniamuri, CONTRIBUTOR

 KANSAS PUBLIC RADIO news arts & life music programs shop 

npr **history dept.** A FRESH LOOK AT AMERICAN HISTORY

Do We Really Need Libraries?

May 5, 2015 · 11:03 AM ET

 LINTON WEEKS 



CHANGE

- Drivers





**John Kotter's 8 Step Process
for Leading Change**



Shmula.com
lean six sigma. simplified.

How

Process Improvement



Leadership
Development



CHANGE



Theory of Change



Collaboration

**Create the
climate**



Mission

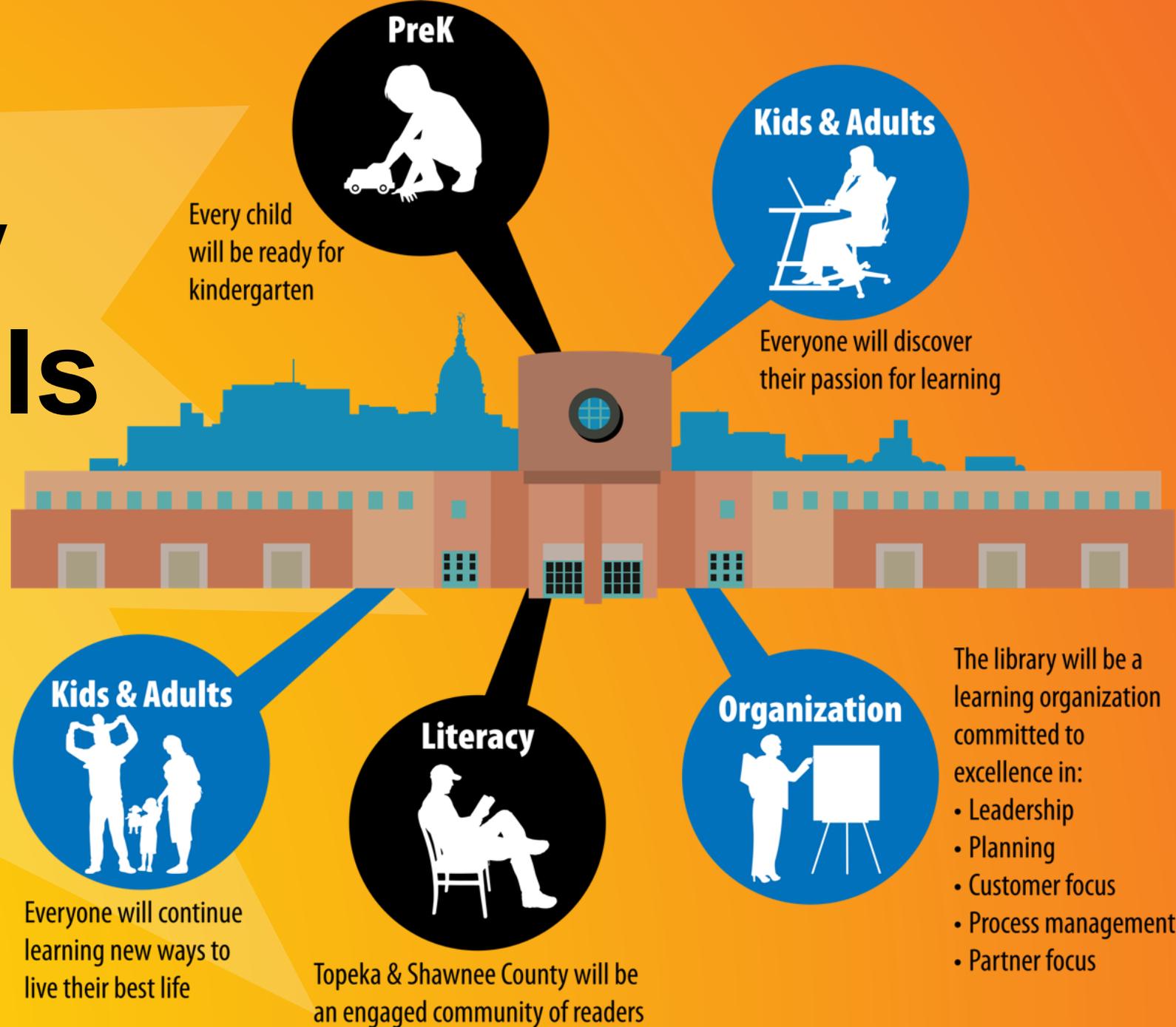
Sparking curiosity
and connecting our
community through
literacy and learning



Core Values

- Excellence
- Accountability
- Literacy
- Freedom
- Teamwork
- Curiosity

Community Impact Goals



**Engage and
enable**



Process improvement

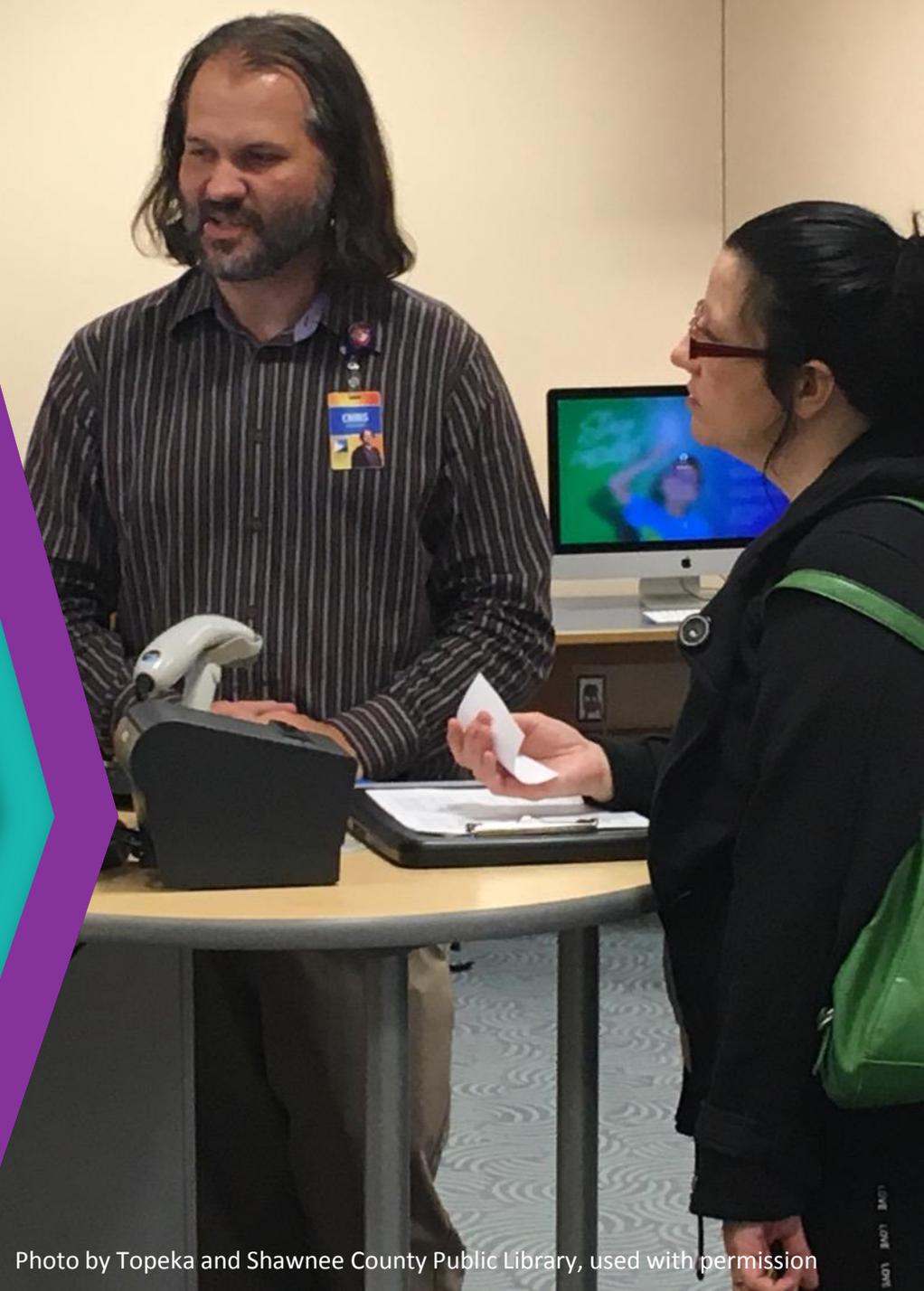
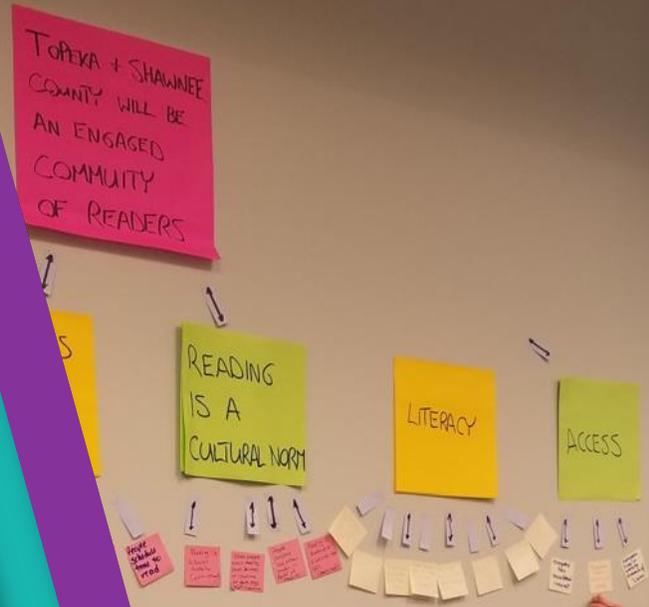


Photo by Topeka and Shawnee County Public Library, used with permission

Strategic Planning



Theory of Change



Leadership Development



Big Hairy Audacious Goals

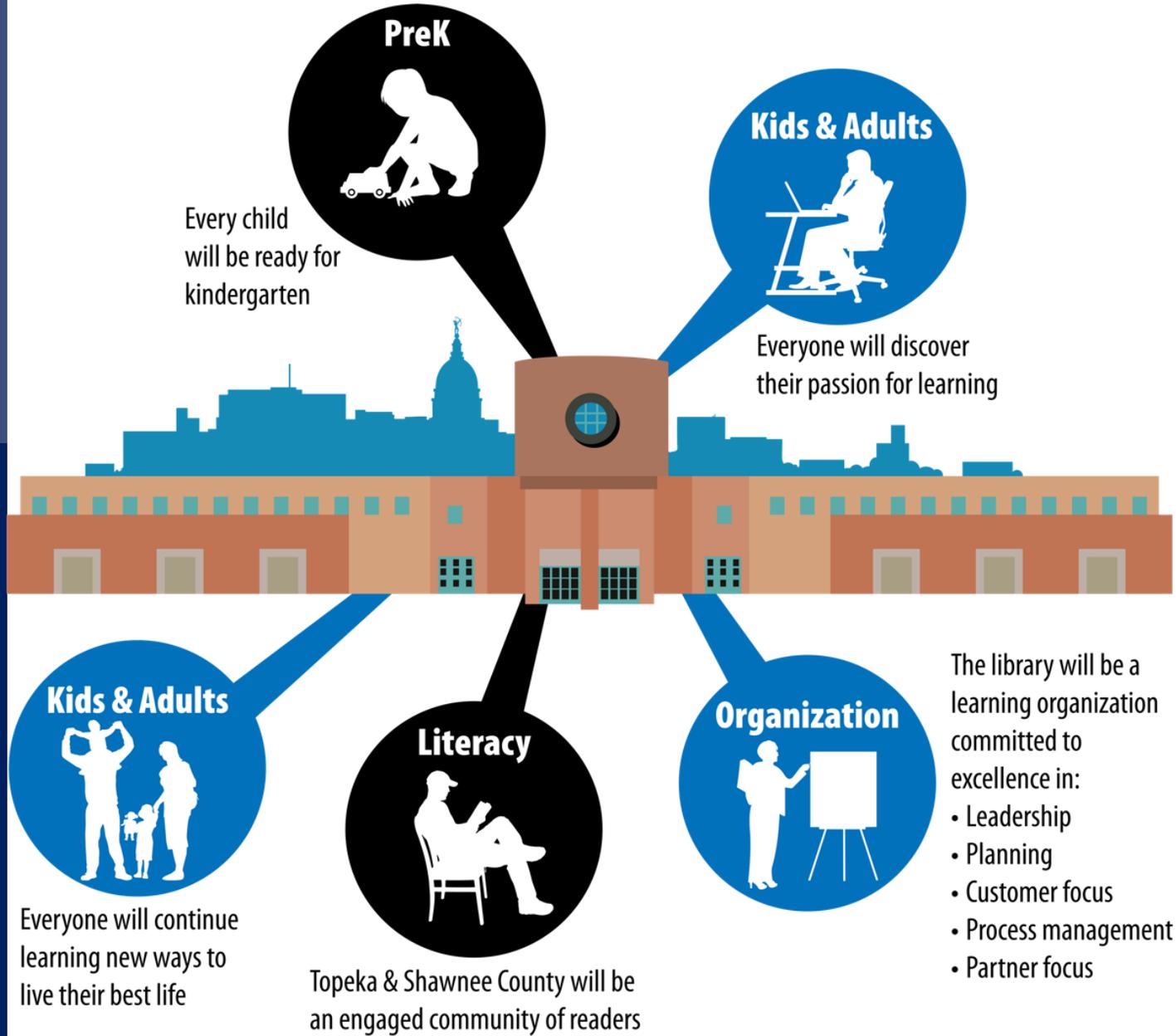


Source:

Collins and Porras. Built to Last: Successful Habits of Visionary Companies



Big Hairy Audacious Goals



Implement and Sustain



Libraries will change



if

Librarians change.

**Librarianship
=
Leadership**



A close-up portrait of a man with short brown hair and light blue eyes, looking slightly to the right. The image is overlaid with a teal and purple gradient that transitions from the top left to the bottom right. A thick, multi-colored arrow (teal, purple, and blue) points from the top left towards the bottom right, passing behind the text.

Communication

Curiosity





Customer Service

Sales



Facilitation



Literacy





Project management

Planning



A close-up portrait of a man with short brown hair and light blue eyes, looking slightly to the right. The image is overlaid with a teal gradient and a decorative arrow graphic pointing downwards from the top center. The arrow is composed of two parallel lines, one teal and one purple, that converge towards the bottom right.

Resource allocation

Data analysis



Research



A man with short brown hair and blue eyes is looking towards the camera. The image is overlaid with a teal gradient. A diagonal graphic element, consisting of a teal line and a purple-to-teal gradient arrow, points from the top center towards the bottom right. The text 'User experience' is written in white, bold, sans-serif font across the bottom left.

User experience

Partnerships



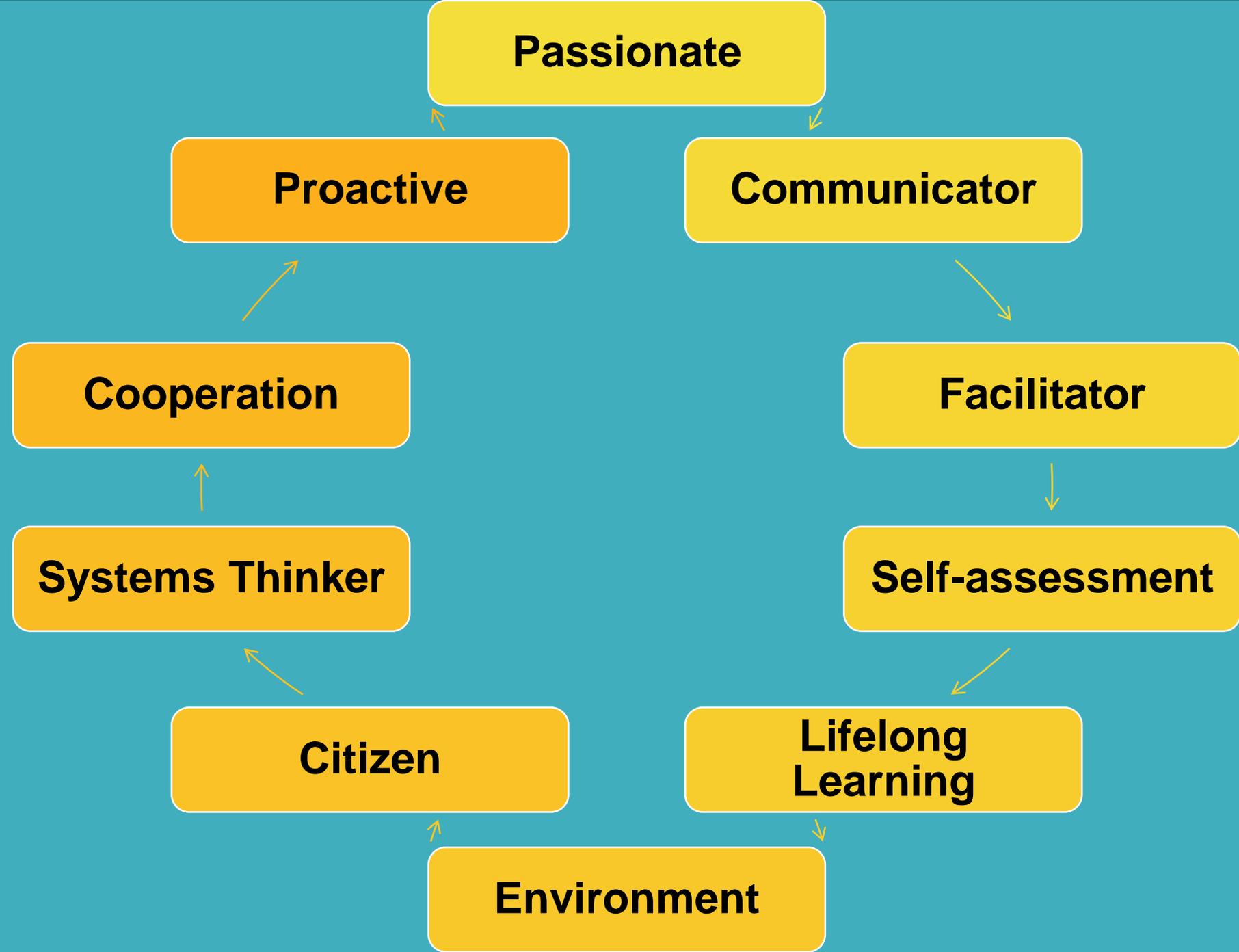
Advocacy

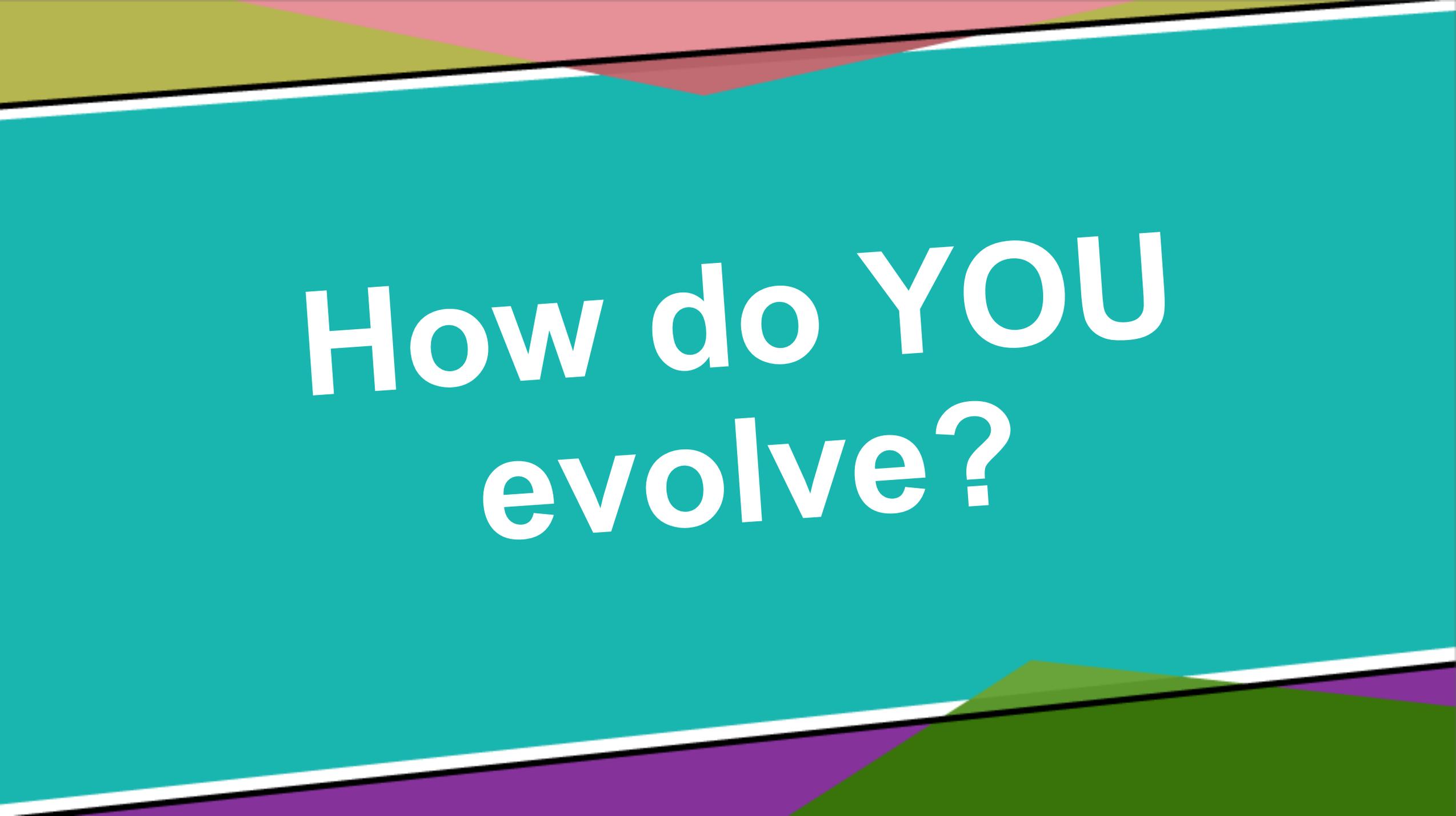


A man with short brown hair and blue eyes is looking slightly to the right. The image is overlaid with a teal and purple arrow pointing downwards from the top center. The background is a gradient of blue and teal.

Process improvement

Change agent





How do YOU
evolve?

Foster a culture of learning



Set high performance expectations



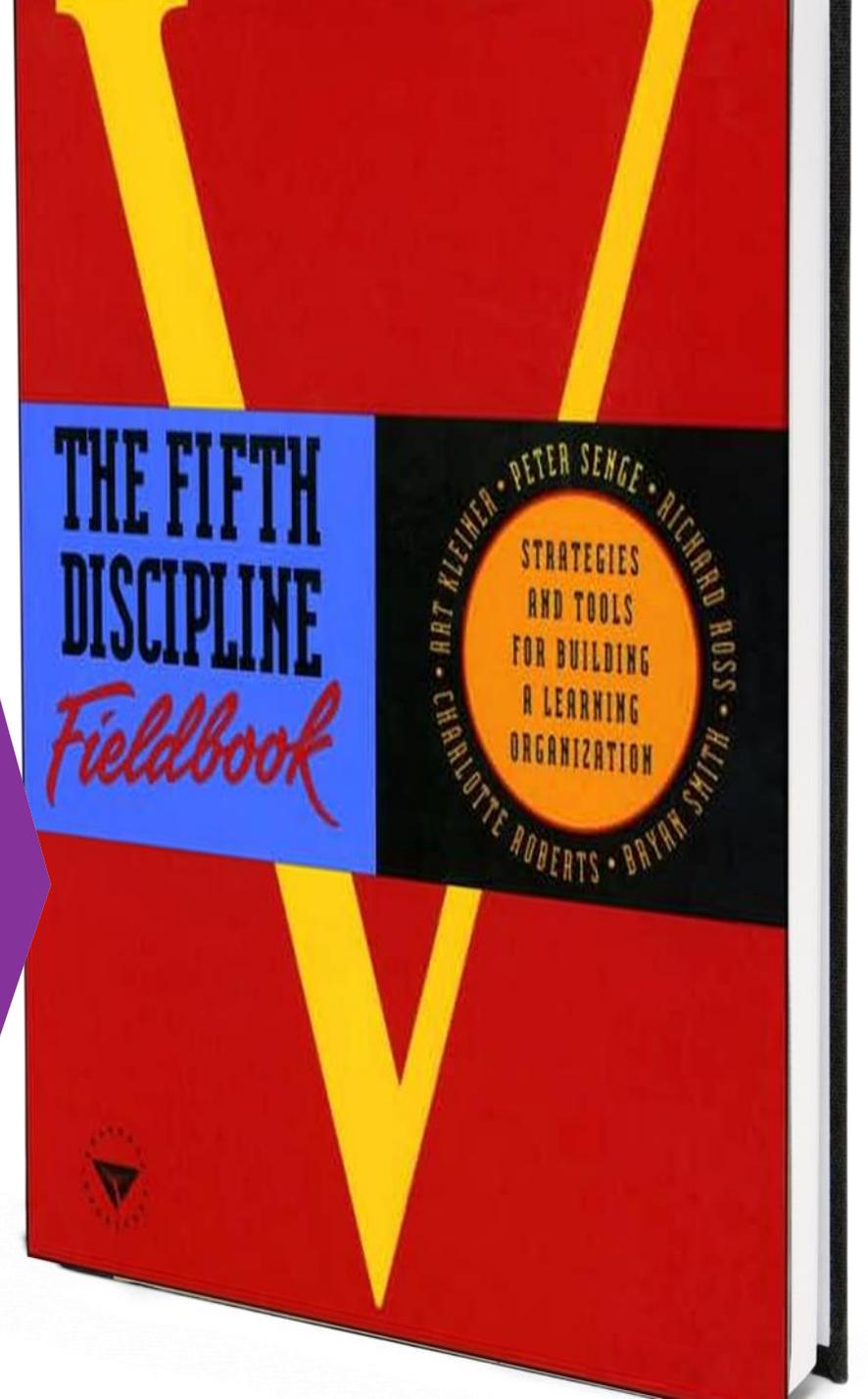
Photo by Topeka and Shawnee County Public Library, used with permission

Invest in employees



Photo by Topeka and Shawnee County Public Library, used with permission

Be a
learning
organization





Find the folks who

think differently

Listen to customers



Practice the art of the **BHAG**

Source: Collins and Porras. Built to Last:
Successful Habits of Visionary Companies

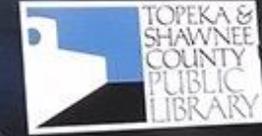


Get out of the library

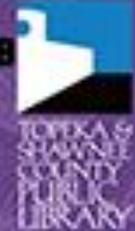


Photo by Topeka and Shawnee County Public Library, used with permission

Learn from your partners



Stay
curious



Commit to
being the **best**



**Libraries can
change the
world**



“It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.”

– Charles Darwin

“The best way to predict the future is to invent it.”

– Alan Kay



TOPEKA &
SHAWNEE
COUNTY
PUBLIC
LIBRARY



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