Librarian Evolution: Libraries Thrive When We Change

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COS
Change
CHANGE

- $ 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

Effective Decisions = The Right Decision × Commitment to the Decision

Getting your head out of...
Outside in

What do people value about us?
What difference does a decade make?
The New Librarianship Field Guide
The media

Image Source: NPR.org
Image Source: Forbes.com
CHANGE

• Drivers
John Kotter’s 8 Step Process for Leading Change

Create Climate for Change
1. Create Urgency
2. Create Guiding Coalition
3. Create Vision

Engage & Enable Whole Organization
4. Communicate Vision
5. Remove Barriers
6. Generate Short-Term Wins

Implement & Sustain Change
7. Sustain the Pace
8. Institute Change
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

PreK: Every child will be ready for kindergarten

Kids & Adults: Everyone will discover their passion for learning

Kids & Adults: Everyone will continue learning new ways to live their best life

Literacy: Topeka & Shawnee County will be an engaged community of readers

Organization: The library will be a learning organization committed to excellence in:
- Leadership
- Planning
- Customer focus
- Process management
- Partner focus
Engage and enable
Process improvement
Strategic Planning
Theory of Change
Leadership Development

Image source: theoryofchange.org

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Collaboration

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Big Hairy Audacious Goals

Source:
Collins and Porras. Built to Last: Successful Habits of Visionary Companies
Big Hairy Audacious Goals

- **PreK**: Every child will be ready for kindergarten
- **Kids & Adults**: Everyone will discover their passion for learning
- **Kids & Adults**: Everyone will continue learning new ways to live their best life
- **Literacy**: Topeka & Shawnee County will be an engaged community of readers
- **Organization**: The library will be a learning organization committed to excellence in:
  - Leadership
  - Planning
  - Customer focus
  - Process management
  - Partner focus
Implement and Sustain
Libraries will change if Librarians change.
Librarianship = Leadership
Communication
Curiosity
Customer Service
Facilitation
Project management
Planning
Resource allocation
Data analysis
Research
User experience
Partnerships
Advocacy
Process improvement
Change agent

- Passionate
- Communicator
- Proactive
- Facilitator
- Self-assessment
- Cooperation
- Lifelong Learning
- Systems Thinker
- Citizen
- Environment
How do YOU evolve?
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

Source: Collins and Porras. Built to Last: Successful Habits of Visionary Companies
Get out of the library
Learn from your partners
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