Responding to All
Managing Relationships with Key Constituencies
Today’s Facilitators

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Today’s Agenda

Introduction & Models

Constituencies & Strategies

Relationship Management Planning
Five Key Relationships

- Yourself
- Your Profession
- Your Community
- Your Library Staff
- Your Governing Authority

Jamie’s Model
Library
- Your thoughts
Director’s Library Responsibilities

Sharon’s Model
Jamie’s Model
Part 1

Your relationship with your governing authority

- One voice
- Reports
- Boundaries
- Measures of Success
- No Surprises
Jamie’s Model
Part 2

Your relationship with staff

- Local reports
- Staffing for decision making
- Arc of a meeting
- The first fire
- Persistent concerns
- Communication patterns up and down and across
- Organizational culture
- Tone
Community

Director’s Community Responsibilities
Sharon’s Model

- Affiliate organizations, vendors, partners, other libraries
- Library users & potential users
- General public, including tax payers
- Community groups with interest in library
- Media & public relations
Jamie’s Model

Part 3

Your relationship with community

- Brainstorm list
- Managing relationships
- Building a database of issues
- Community Agenda
Mid Session Questions
Your Relationship - Professional

- Associations & Consortia
- Public administration values & ethics
- Legal requirements
- Library values & ethics

- Lifting up your head
- Comparing to see what’s confirmed, what’s an outlier
- Giving back to the profession
Your Relationship - Self

Getting better at work
• Your core values
• Your professional development

Renewal
• Nature
• Family
• Exercise
• Hobbies
Annotation Tools

1. Mouse over slide to find **small pill menu** at far left

2. Select top **squiggle icon** to open annotation tool panel

3. Select **square icon**

4. Select **check mark**

5. Click on slide **to practice**
Five Key Relationships

Which relationships could use more attention?

Yourself
Your Profession
Your Community
Your Library Staff
Your Governing Authority

Five Key Relationships
# Relationship Management Plan

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<tr>
<th>Relationship</th>
<th>Frequency</th>
<th>Strategies</th>
<th>Success Measures</th>
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Thank you!

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