

COACHING FOR CHANGE

CREATING EFFECTIVE LIBRARY
TEAMS

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CHANGE

Is **NOT** Going Away!

Learn to Adapt

Effectively

!!!

Effective Library Teams

Knowledgeable

Skilled

Supportive

Balanced

Self-directed

Innovative

Vibrant

Take a Chance – RISK It!

R – Responsive & Respectful

I – Inspired & Innovative

S – Strategize & Stretch

K – Keep (the good, change the rest!)

REMEMBER !

You Can **ALWAYS** Go Back

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How Can Managers Facilitate Change And Smooth The Way ?



~ Change May Be Facilitated By ~

Incremental Steps

Model New Approach

Assess Progress

Accept Staff Input

Welcome Patron Suggestions

How Can Managers Support Their Teams Through the Change Process ?



~ Teams May Be Supported By ~

Staff Development

Cross-Training

Backing-Up Staff

Self-Directed Opportunities

Respect Diverse Opinions

How Can Managers Become Effective Change Agents ?

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~ An Effective Change Agent Is ~

Open to Innovations

Creates Balanced Team

Strategic Planner

Results-Oriented & Forward Thinking

Prioritizes & Delegates

How Can Managers Communicate Change Effectively ?

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~ Effective Communication Is ~

Staff-Oriented

Listen, Really Listen

Facilitates Clarity

Thinks Outside The Box

Fosters Understanding

~ And Finally Managers Can ~

Be Open To Change

Stretch Past Your Comfort Zone

Cultivate a Positive Attitude

Empower Your Team

~ Leading Change is Exciting ~

Take a **RISK**
Explore the Possibilities !

How RCLS/LSSI Uses Work Teams

- Who are they?
- What have they done?
- Why are they valuable?
- Why teams?



Work Teams for Special Tasks

- RCLS Youth Team
- Staff Development Day Committee
- Circulation Manual Team
- STARS Customer Service Team
- Reference Team



Who Can Participate?

- Staff at any level
- Staff with expertise in a certain area
- Staff from branches across the county
- Motivated and enthusiastic staff love work teams!

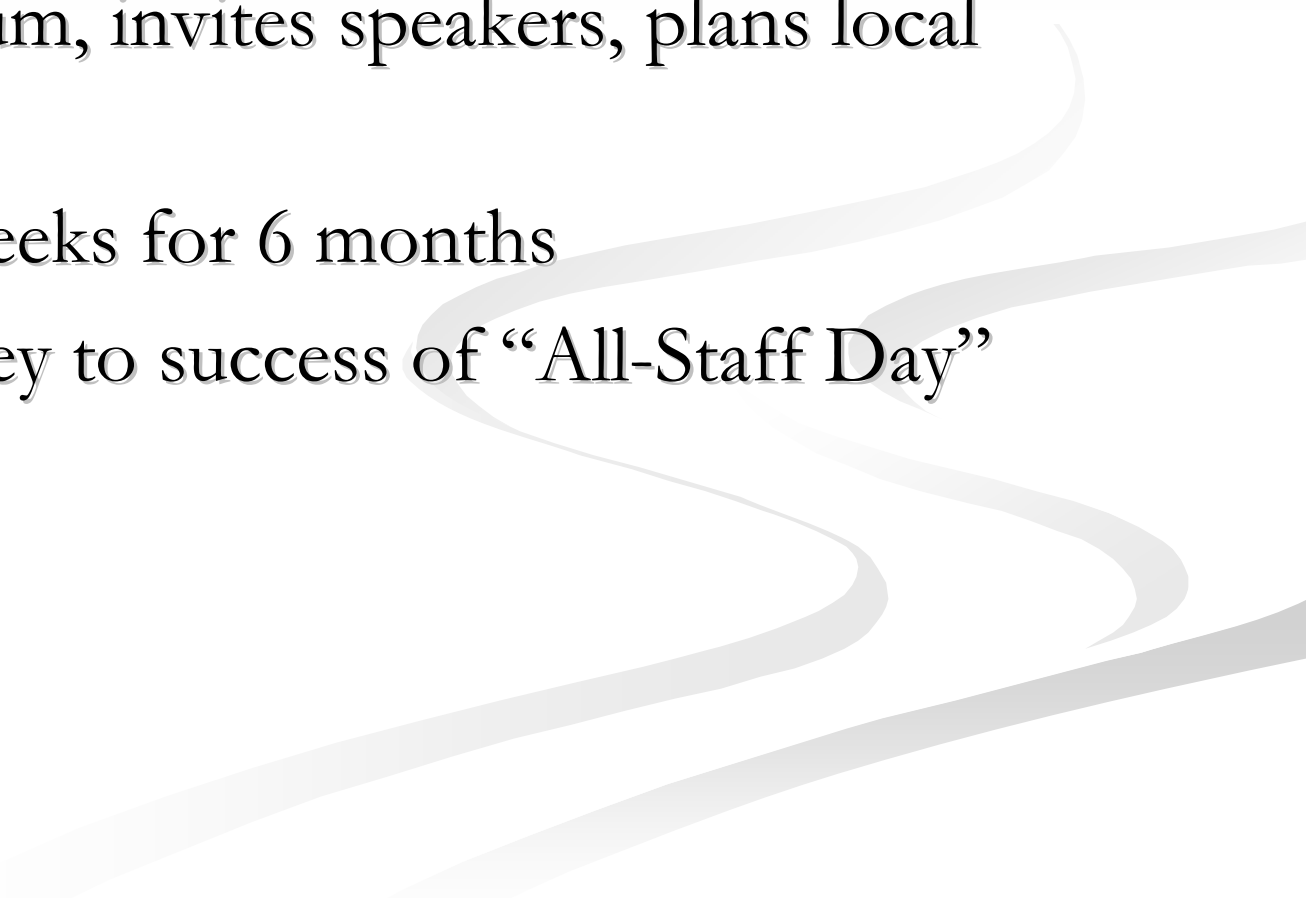


RCLS Youth Team

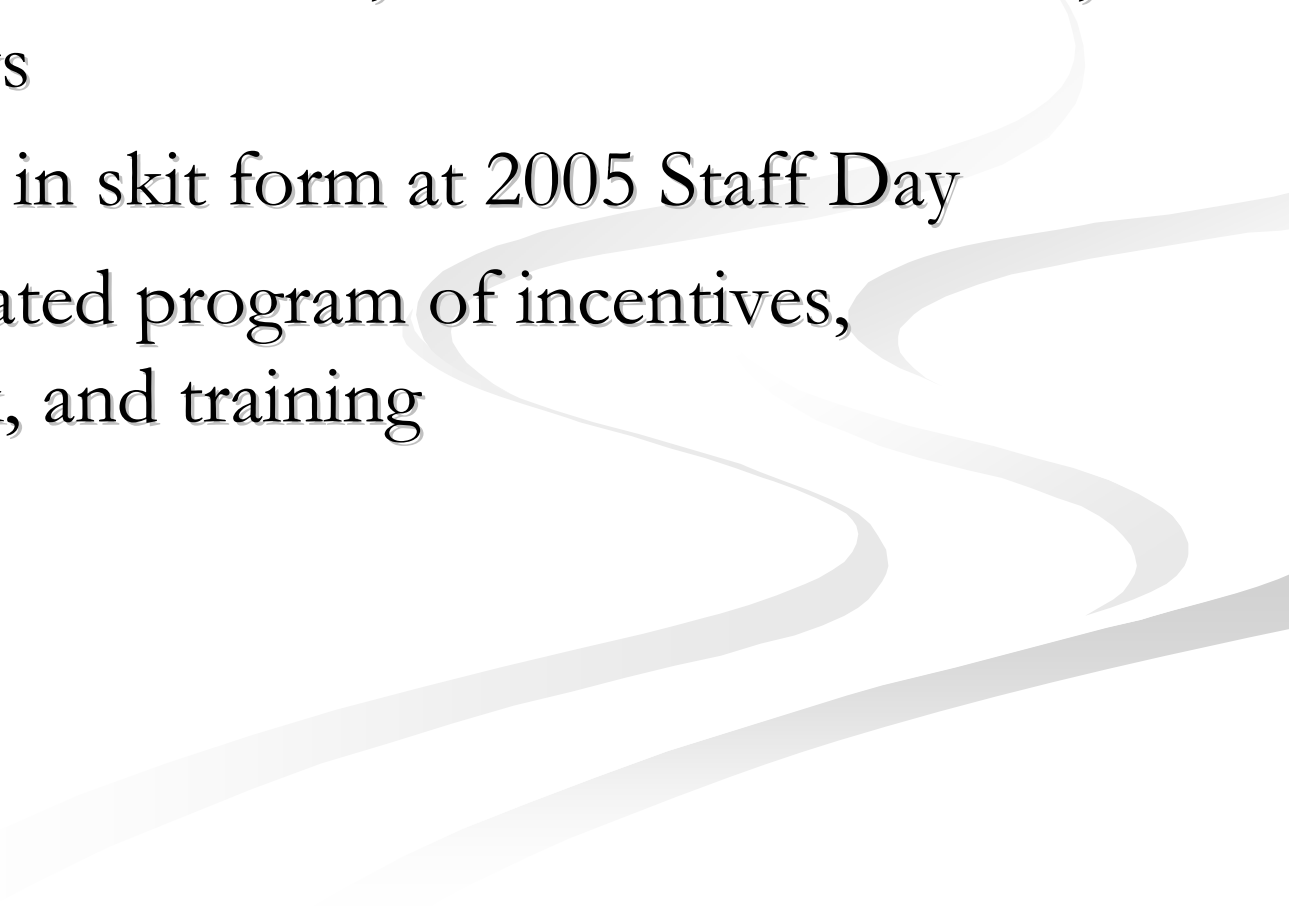
- Longest standing of our staff teams
- Responsible for planning county-wide programs for children and young adults
- Design Summer Reading Program manual for all ILS libraries
- Hold “jump start” events for SRP for all libraries in the area
- Vehicle for mentoring staff



Staff Development Day Team

- Plans annual staff day for 250 RCLS/LSSI staff in Riverside County
 - Develops curriculum, invites speakers, plans local arrangements
 - Meets every 2-4 weeks for 6 months
 - Challenging, but key to success of “All-Staff Day”
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STARS Customer Service Team

- Developed signature LSSI Customer Service program
 - Surveyed staff, visited libraries, studied other models, analyzed workflows
 - Presented findings in skit form at 2005 Staff Day
 - Thoroughly integrated program of incentives, customer feedback, and training
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Why Do We Use Teams?

- Generates new ideas
- Improves staff morale
- Creates buy-in (the anti-Dilbert)
- Distributes work tasks
- Allows talent to show itself
- Avoids plateauing and stagnation
- It's fun!

