

FIXER UPPER:

LESSONS LEARNED RENOVATING A LIBRARY
FROM PROGRAMS TO POLICIES



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LIBRARY

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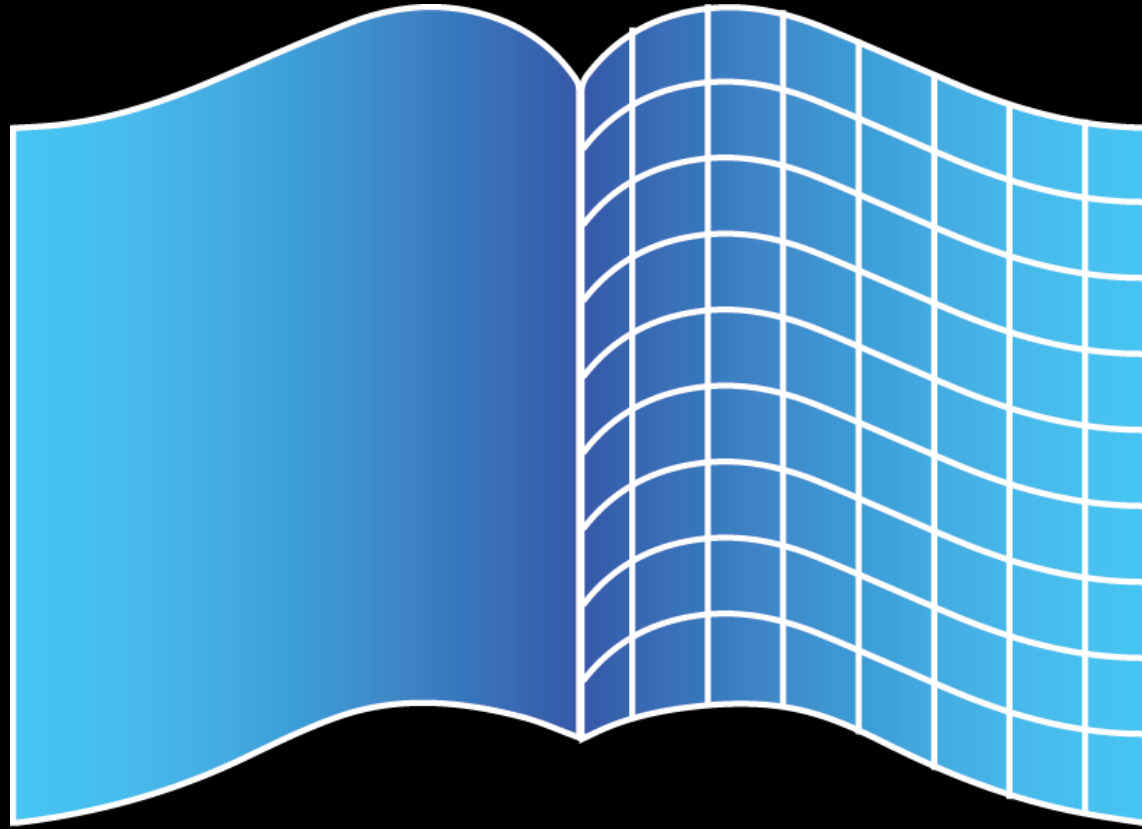




NOT ROCKET SCIENCE, LIBRARY SCIENCE

- **Be bold. Think big. (Innovation)**
- **Rules are made to be broken. (Policies & Procedures)**
- **Change is a constant. (Change Management)**
- **People first. (Staff Development)**

OUR STORY



SUFFOLK
PUBLIC LIBRARY







IT WAS TIME FOR A CHANGE.

More people-centered

More community-focused

More flexible

More efficient

More effective



BE BOLD. THINK BIG.

**I'M NOT GOING TO STOP THE
WHEEL. I'M GOING TO BREAK
THE WHEEL.**

DAENERYS, GAME OF THRONES



PRINCIPLE: INNOVATION

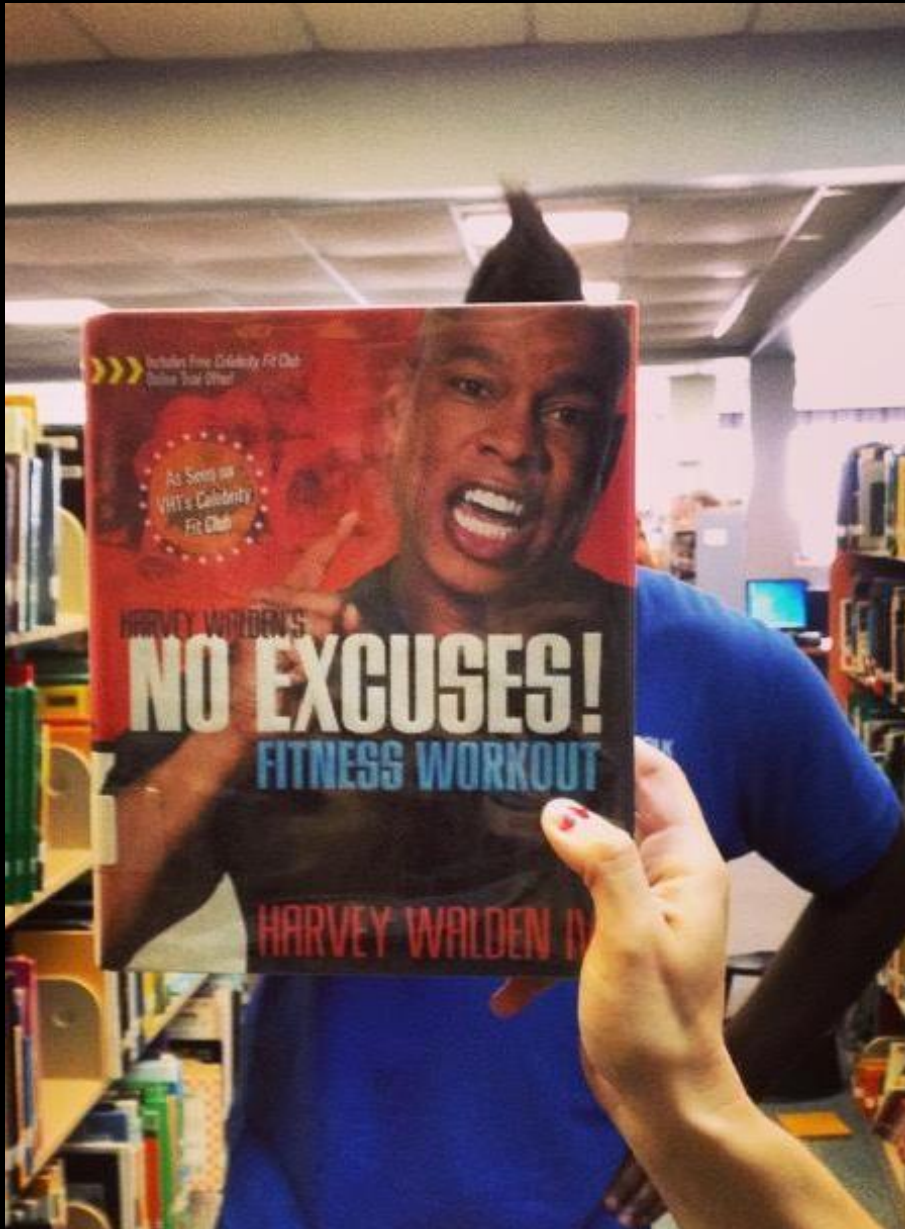


Eliminate the poverty mentality.

IN ACTION: POP-UP LIBRARIES



LESSONS LEARNED



YES

- Create a culture of yes.
- Ask yourself, “Why not?”
- Bring in fresh eyes.
- Focus on the future.

BUT

- Be ok with failure.
- Recognize that risk is scary for some people.

RULES ARE MADE TO BE BROKEN.

**HELL, THERE ARE NO RULES
HERE. WE'RE TRYING TO
ACCOMPLISH SOMETHING.**

THOMAS EDISON



PRINCIPLES: POLICIES & PROCEDURES

The background of the slide is a photograph of a paved path. It features several large yellow arrows pointing upwards. There are also two circular icons: one on the left showing a white bicycle on a blue background, and one on the right showing a white silhouette of an adult holding a child's hand on a blue background. The text is overlaid on semi-transparent grey rectangular boxes.

CUSTOMER-FOCUSED

EFFECTIVE & EFFICIENT

SERVING THE MAJORITY

**WHAT'S THE WORST THAT
COULD HAPPEN?**

IN ACTION: CIRCULATION POLICY



**OPEN TO VA & NC RESIDENTS, OPEN & ACCESSIBLE,
UNLIMITED CHECKOUTS, FINE-FREE**

IN ACTION: CODE OF CONDUCT



LESSONS LEARNED: POLICIES & PROCEDURES



YES

- Document the why.
- Staff have the power!
- Inclusive decision making.

BUT

- There will push back!
- Old habits die hard.

CHANGE IS A CONSTANT.

**WAIT.
EVEN MIRACLES TAKE A
LITTLE TIME.**

CINDERELLA



PRINCIPLE: CHANGE MANAGEMENT

CHANGE



PRINCIPLE: CHANGE MANAGEMENT

AWARENESS

| *Inform: provide rationale (what, why, why now)*



UNDERSTANDING

| *Allow venting: deal with fear, listen & clarify*



ACCEPTANCE

| *Engage & involve: find your individual role*



COMMITMENT

| *Provide learning: practice, new skills and attitudes*



ACTION

| *Implement and evaluate*

IN ACTION: BUILDING REORGANIZATION

HAVE A LOT ON YOUR PLATE? OH GOOD! LET'S CHANGE EVERYTHING!



- MAKE A PLAN & TRANSITION TIMELINE
- COMMUNICATE PLAN TO LEADERSHIP
- STAFF SERVICE POINT TEAMS
- TRAINING & PREP
- MOVE ALL THE THINGS
- LIVE IN IT
- FEEDBACK & FOLLOW-UP
- ADJUST

LESSONS LEARNED



YES

- Communicate early and often.
- Be inclusive.
- Do pluses and deltas.
- Focus on the future.

BUT

- Not responsible for staff happiness .
- Someone will always miss the message.
- Be ok with being the boss.
- Don't ask for input on something you've already made your mind up about.

PEOPLE FIRST.

**WE HAVE TO REMEMBER
WHAT'S IMPORTANT IN LIFE:
FRIENDS, WAFFLES, AND
WORK. OR WAFFLES,
FRIENDS, WORK. BUT WORK
COMES THIRD.**

LESLIE KNOPE, PARKS & RECREATION



PRINCIPLE: INVEST IN PEOPLE



PRINCIPLE: INVEST IN PEOPLE

HIRE THE RIGHT PERSON

TRAIN THEM RIGHT

WHOLE-PERSON DEVELOPMENT

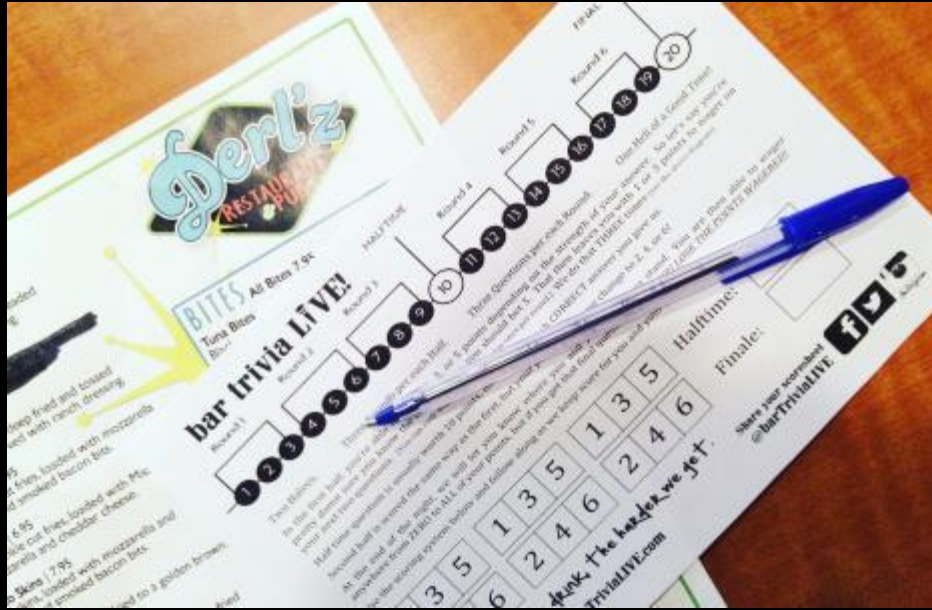
SET HIGH EXPECTATIONS

FOCUS ON THE 80%

EAT CAKE



IN ACTION: STAFF SHAPING THEIR ROLE



LESSONS LEARNED



YES

- Tap in to staff talent.
- Help grow careers.
- Don't forget about veteran staff.
- Focus on the positive people.

BUT

- You'll never make everyone happy.
- No person is better than the wrong person.

AND EVERYTHING ELSE.

**DON'T LET THE MUGGLES
GET YOU DOWN.**

RON WEASLEY, HARRY POTTER AND THE PRISONER OF AZKABAN



FOCUS ON WHAT YOU CAN CONTROL.

YOU CAN'T DO EVERYTHING 100%.

THIS TAKES TIME.

THIS ISN'T LIFE OR DEATH.

YOU'VE GOT PEOPLE IN YOUR CORNER.



GET TALKING.

**ALL LIFE IS A SERIES OF
PROBLEMS WHICH WE MUST
TRY AND SOLVE, FIRST ONE
AND THEN THE NEXT, UNTIL
AT LAST WE DIE.**

THE DOWAGER COUNTESS, DOWNTON ABBEY



1. MY ASPIRATIONS FOR MY LIBRARY IN THESE AREAS ARE...

2. THE CHALLENGES WE FACE IN GETTING THERE ARE...

3. SOME STRATEGIES WE'VE TRIED OR WANT TO TRY IN THESE AREAS ARE...



QUESTIONS?

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