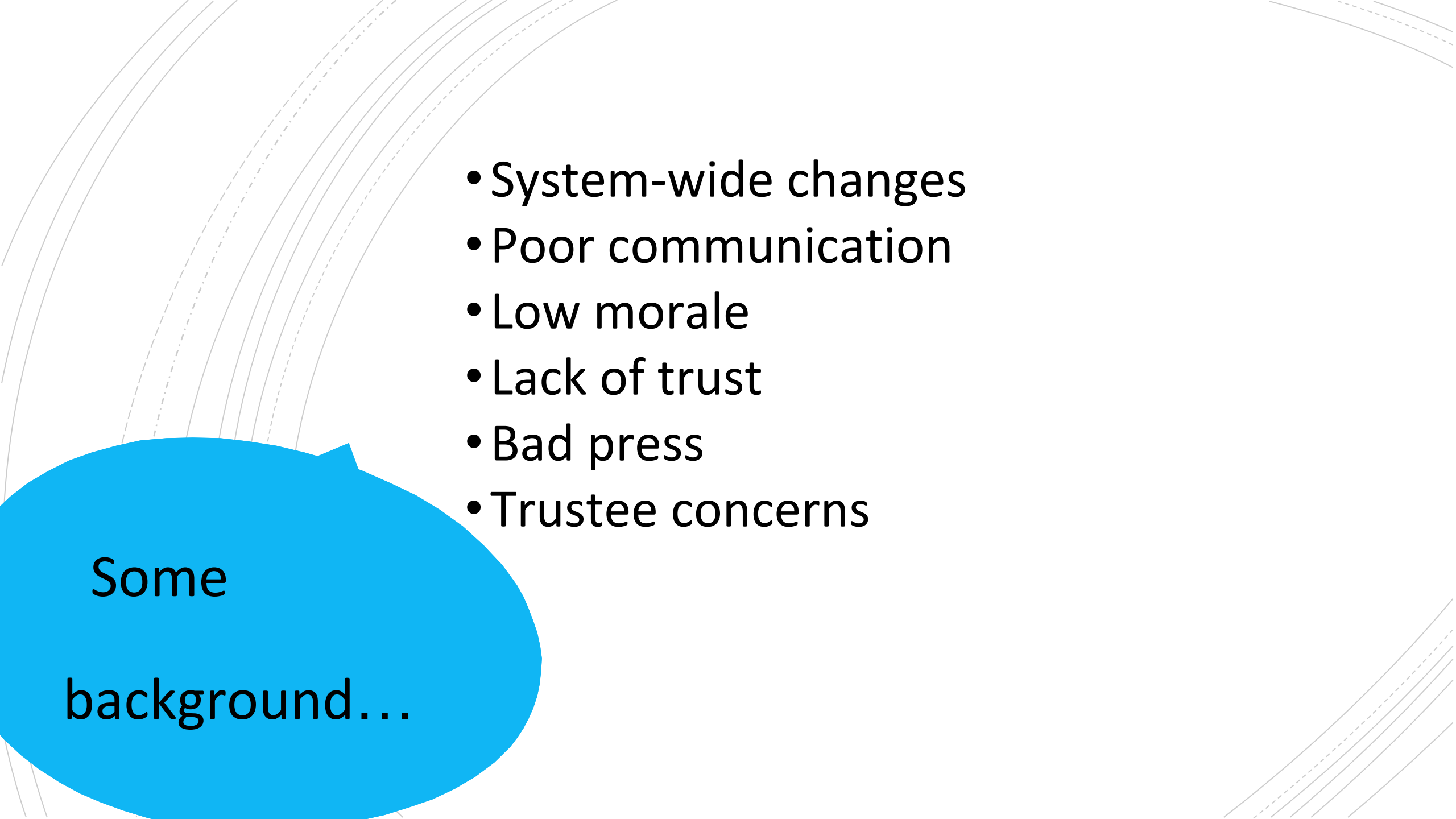


Jessica Hudson, Director
Christine Jones, Deputy Director
Fairfax County Public Library

A Turnaround Story:
FCPL's Tale of Moving Forward
from
Bad Press, Low Morale, and a
Conflicted Board

- 
- The background features several concentric, curved lines in shades of gray, creating a sense of depth and movement. A prominent blue speech bubble is located in the lower-left quadrant, containing the text 'Some background...'.
- System-wide changes
 - Poor communication
 - Low morale
 - Lack of trust
 - Bad press
 - Trustee concerns

Some
background...

“Fairfax County library revamps system, discards books, reduces librarians”

-Washington Post (9/9/2013)



**More
background...**

“Fairfax library board suspends strategic plan pending input from public, employees”

-Washington Post (9/13/2013)



“As Fairfax library collection shrinks, citizen groups demand audits, more funding”

- Washington Post (1/10/2015)

- Transparency
- Positivity
- Innovation

Board's Goals for New Leadership



“Wanted: Library director able to fix problems in Virginia’s largest system”

- Washington Post (11/11/2015)

The graphic features a blue speech bubble on the left containing the text 'An Agency Assessment'. To its right is a large dark grey circle containing a list of tasks. The background is white with several thin, curved lines in the upper left quadrant.

An Agency Assessment

Reorganize & review

- Reorganize leadership structure
- Review & update internal documents
- Facilitate Library Board's review of policies



The Library Board of Trustees

- Complete Public Engagement Initiative
- Develop new Strategic Plan
- Get back to equilibrium

A New Strategic Plan

Guiding Statements

Vision – FCPL is the essential (re)source to inform, engage, and inspire our community.

Mission – We build community and promote literacies through programming, community spaces, technologies, and collections of educational and recreational resources.

What We Value – We are anchored by the following values which guide us in our vision and the fulfillment of our mission:



1 We build meaningful relationships. We maximize our impact through dynamic partnerships with individuals, public and nonprofit agencies, library support groups, educators, and businesses.



2 We reflect and celebrate our community. We partner with our community and work to ensure that all our resources and services are available to all members of the community. Our people, collection, events, and services are a reflection of the community.



3 We provide excellent service in every transaction. We believe in intellectual freedom and fairness. We adhere to professional ethics and treat our customers and our community with respect. We provide fair and equitable access to information, materials, services, and resources.



4 We promote educational and personal growth. We are a skilled professional staff who believe that powerful results are possible when individuals exercise their right to learn and to grow. We endeavor to inspire a culture of continuous learning for personal, intellectual, and cultural growth. We champion information literacy for all, leading to an informed community.



5 We embrace and encourage innovation and creativity. We adapt and introduce new tools and techniques to meet community needs. We are innovative and creative in our pursuit of excellence.



6 We anticipate and embrace change. We anticipate and embrace the changing needs of our environment and act to meet those needs. We change, overcome challenges, grow and adapt to our community and the demands of the information age.

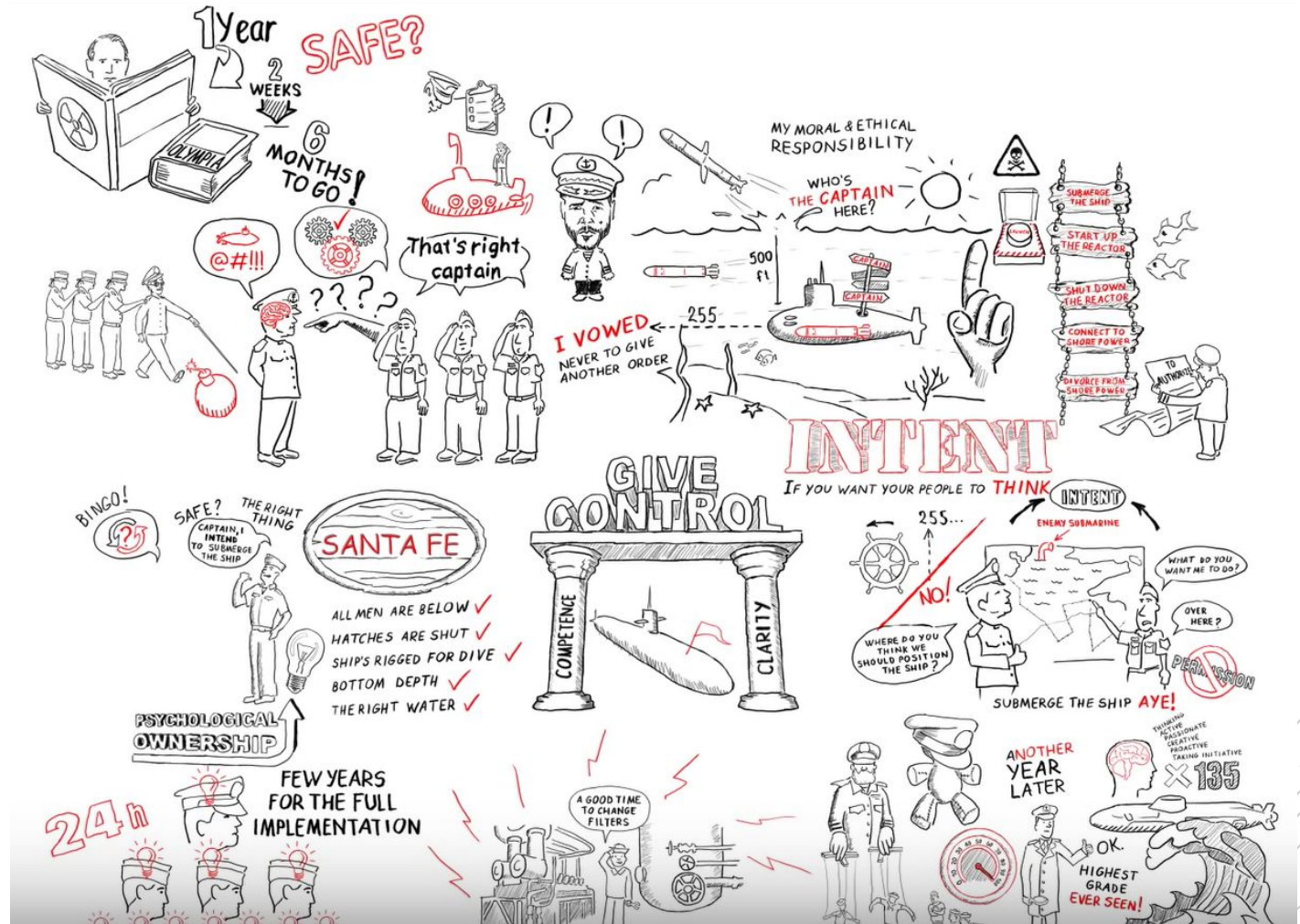


7 We express a genuine attitude of enthusiasm. We take pride in doing an excellent job in every interaction we have. We strive to be courteous and welcoming and to provide a quality experience every time. We start every interaction from a position of finding the YES.

David Marquet: Turn the Ship Around

- Why Leader/Leader?
- Implementation
- Iterations

Leader/Leader





Continuing Education

Support Professional Development

- Funding
- Workshops and conferences



Staff Engagement

Put Staff First

- One-on-one interactions
- Anniversary lunches
- Bridging branch/admin divide
- Staff awards & public recognition
- First annual report

- Positive stories & media buzz
- Successful outreach & partnerships

Media Relations



Fairfax County Outstanding Reads

Oct 3, 2019 0

Check out this month's recommendations from Fairfax County Public Library, then head to a branch near you to pick up these books and more. Looking for other suggestions? Visit FCPL's Find Your Next Book online guide for ideas and a personal readers' advisory service.



More Media
Relations



The background features several thin, curved lines in the top-left and bottom-right corners. A large, bright blue, irregular shape is positioned on the left side of the slide, partially overlapping the text.

Overall Themes

Positivity, transparency, & humanity

- Improve communication
- Boost morale
- Build trust
- Create positive press
- Engage Trustees

Any Questions?



Thank you!

Christine Jones:

Christine.Jones@fairfaxcounty.gov

Jessica Hudson:

Jessica.Hudson@fairfaxcounty.gov