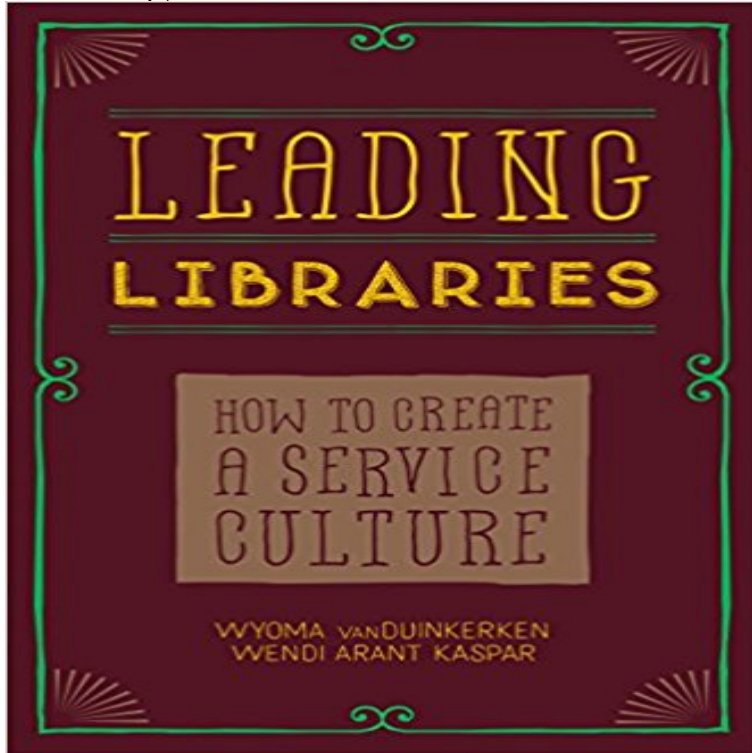


Leading Libraries: How to Create a Service Culture



Quality leadership is integral to the very future of our profession. And it doesn't only come from the top down. Effective leadership is customer-focused and collaborative, fostering a service culture that invites the involvement of individuals in every part and at every level of the organization, as the authors persuasively demonstrate in this practical new book. Drawing from case studies as well as the literature of business and social sciences, the authors provide guidance on how to apply the values of service leadership to both public and academic libraries. Through the use of examples, exercises, and tools for development, this book walks readers through the steps needed to create a sustainable, service-oriented model by:

- Explaining how a service culture reaches beyond the individual leader with positional authority and extends to all individuals
- Showing ways to build rapport and trust within an organization, and how to balance encouragement with accountability
- Detailing strategic thinking and planning methods that will lead to improvements in customer service, human resources, organizational development, and training
- Helping library leaders create a sustainable service culture through codifying their organizations values, with advice on policies and procedures such as recruitment, performance evaluation, compensation, and succession planning
- Discussing the environment of change in libraries, showing how a library's organizational culture is at the center of being responsive and staying relevant

This valuable resource gathers the principles and best practices of leadership, and points the way towards creating a service culture that makes every staff member a library leader.

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