

**“But We’ve
Always Done It
This Way!”**

**Leading Staff Through Change to
Elevate Your Services**





Joyce Arellano

she/her/hers

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- **Children's Services Manager at Fountaindale Public Library District**
- **20 years experience in public libraries**
- **10 years in library leadership**



FOUNTAINDALE PUBLIC LIBRARY DISTRICT

- **Bolingbrook, IL (25 miles southwest of Downtown Chicago)**
- **67,000 service population**
- **About half (possibly more than half) of population are POC**



A LESSON FROM STORYTIME

Affirmation

I am smart.



I am kind.

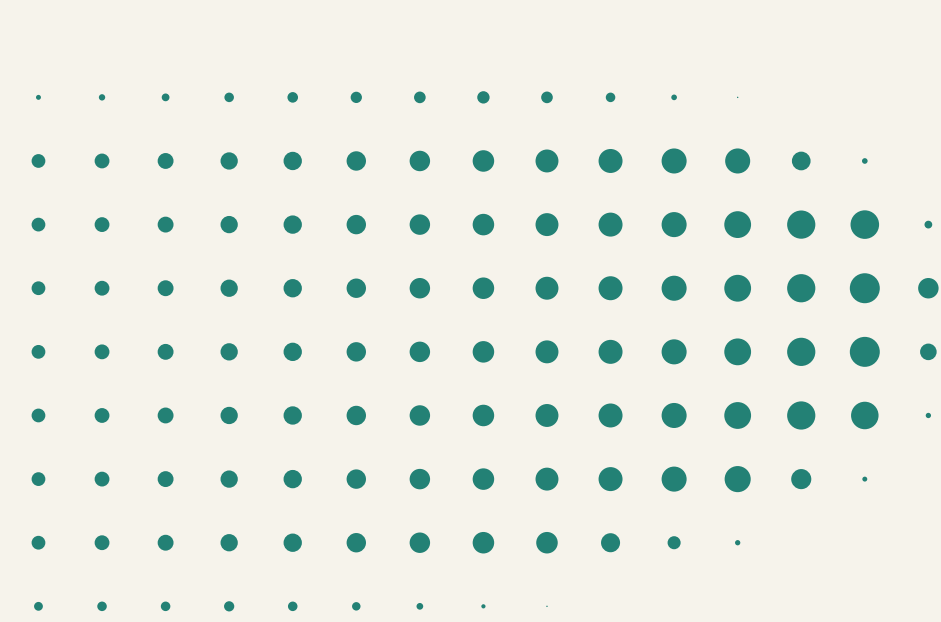


I am strong.



I am loved.





My team is learning and growing under my leadership.

LEADERSHIP AFFIRMATIONS

I help my team succeed.

I can see the big picture.

I will get through this.

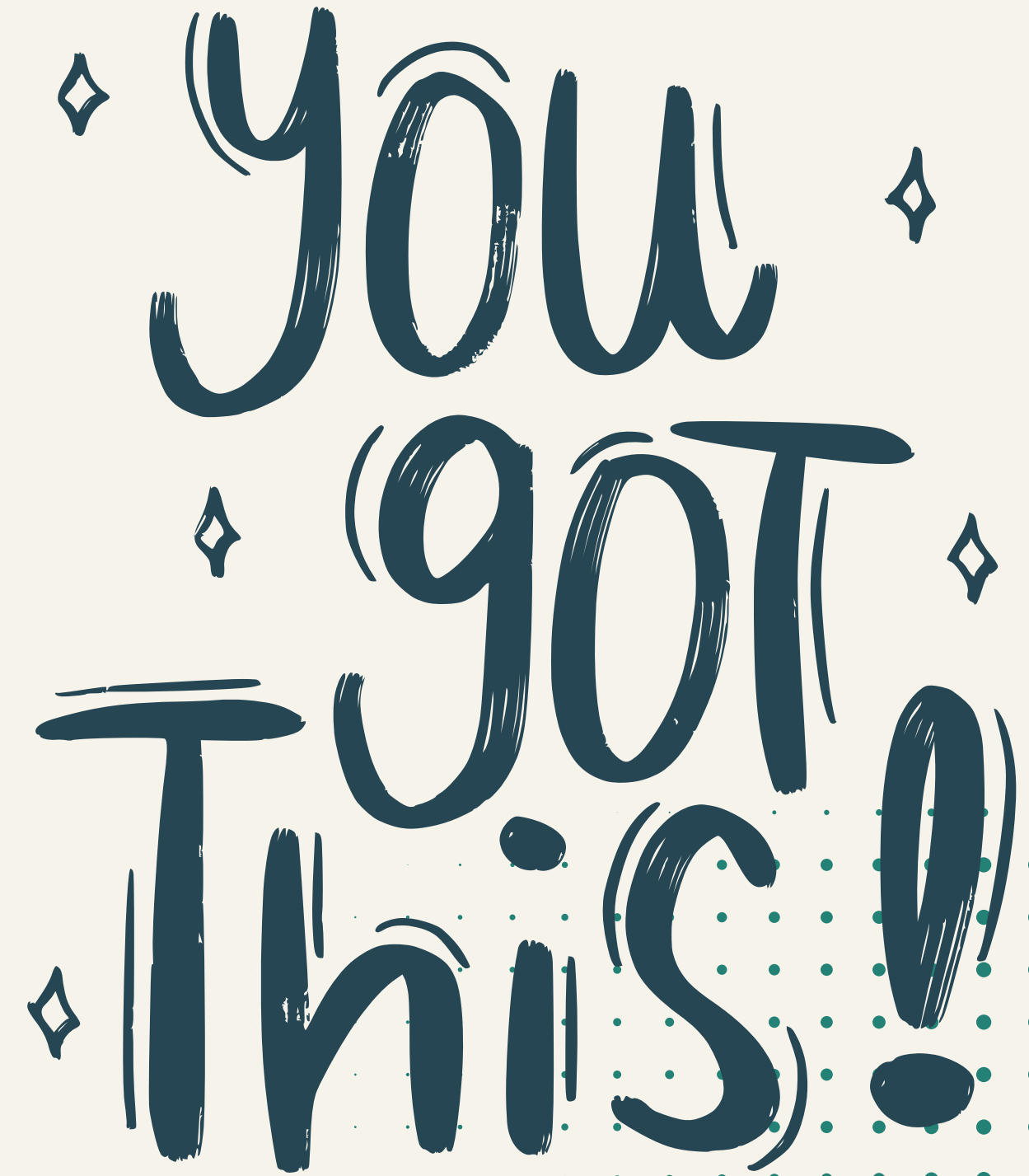


LIBRARIES CONNECT

**We connect
with our
patrons.**

**We connect our
patrons to
resources.**

**We connect our
patrons to each
other.**

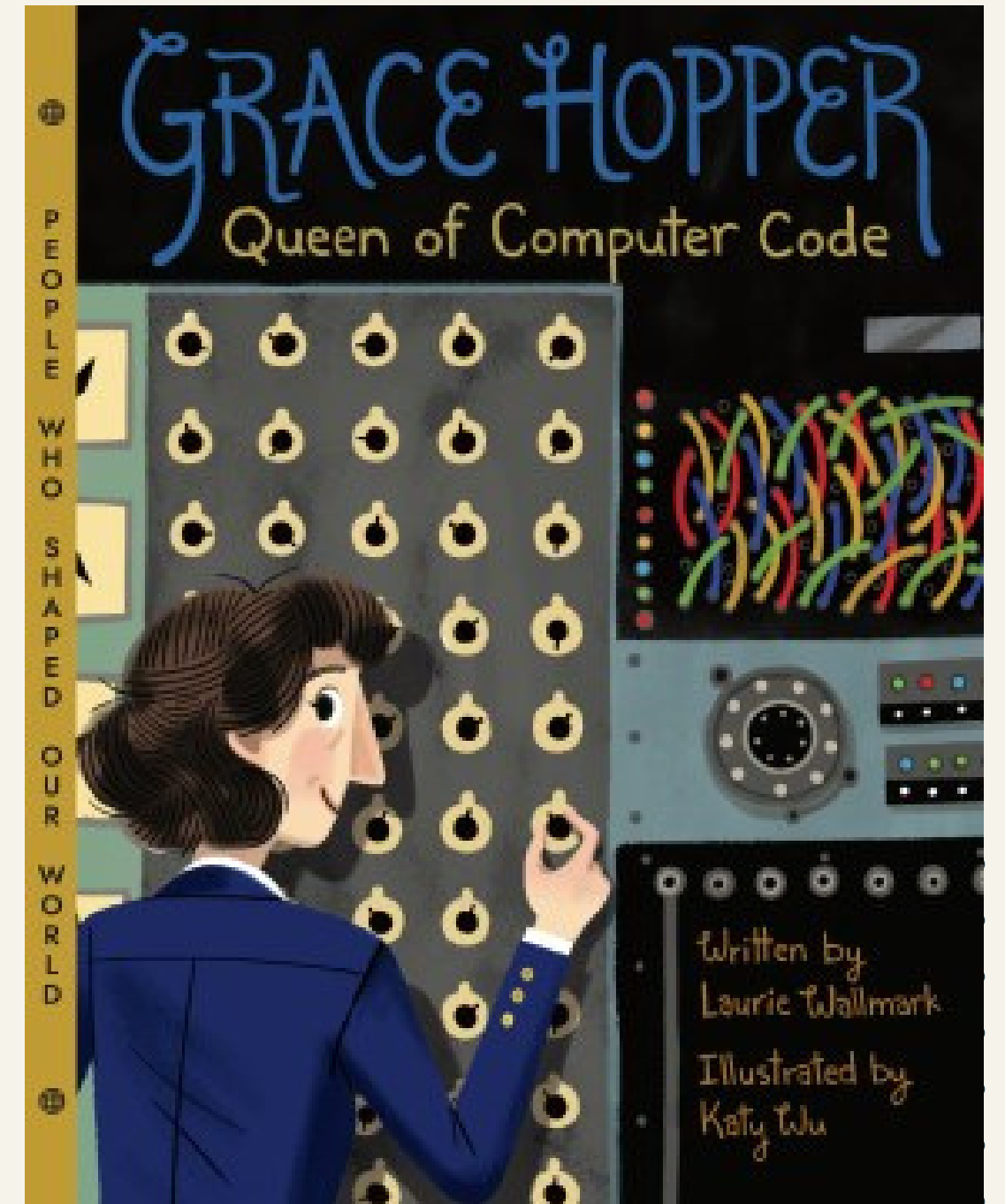


**you
got
this!**

WHY CHANGE?



“The most dangerous phrase in the language is ‘We’ve always done it this way.’” -Grace Hopper



MINDSET GOING IN



Patience

Lots of it

Flexibility

Managing expectations

CREATE A PLAN

1

What change is being made?

2

Why should we make this change?

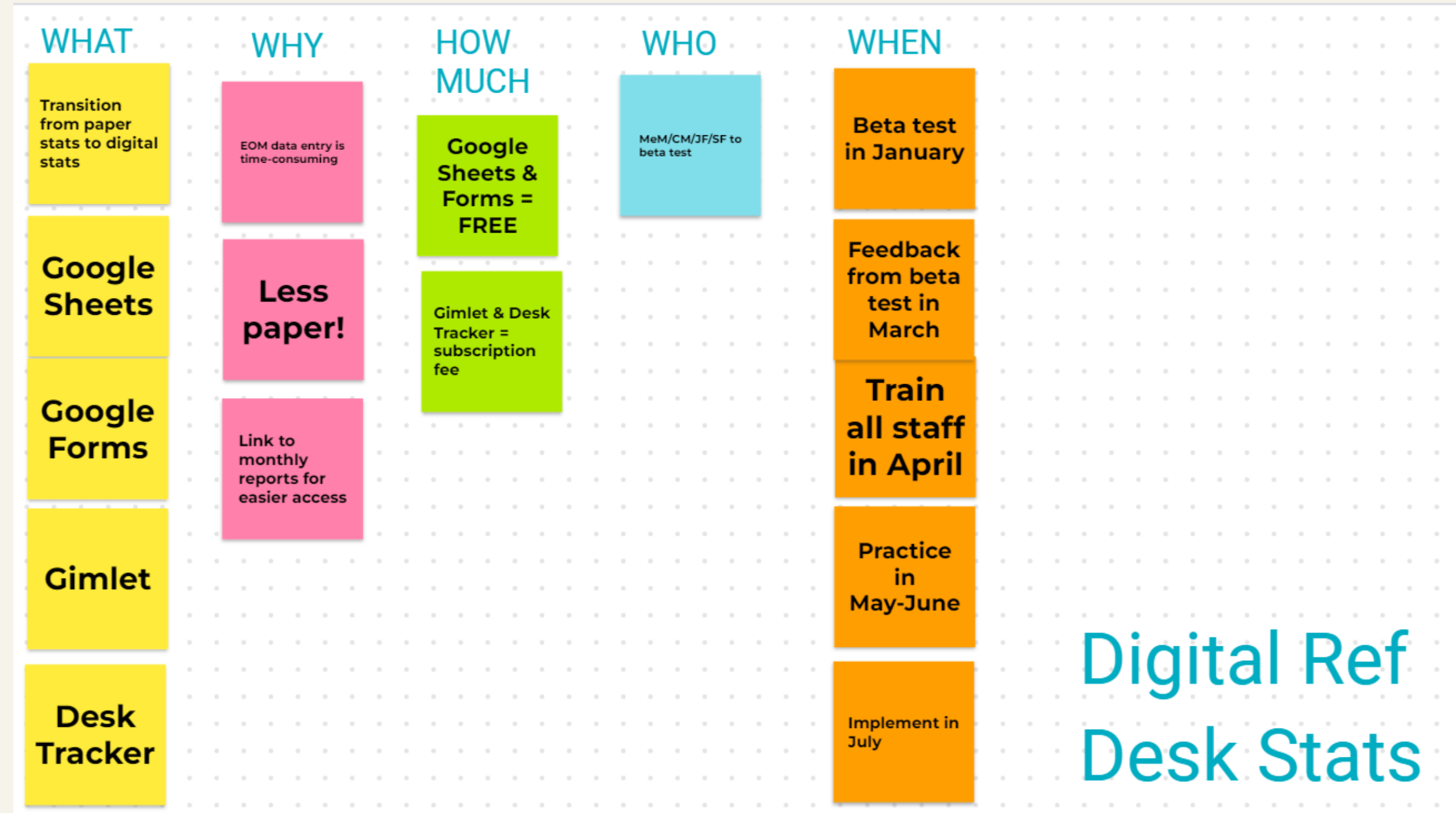
3

What possible outcomes could result from this change?



WHAT CHANGE IS BEING MADE?

- Details
- Staffing
- Budget
- Timing



WHY SHOULD WE MAKE THIS CHANGE?



- **Benefits for patrons**
- **Benefits for staff**
- **Mission & vision**



WHAT POSSIBLE OUTCOMES COULD RESULT FROM THIS CHANGE?

- **Brainstorm potential results - good and bad**
- **Expect resistance & prepare for it**

**It's OKAY if you don't have all the
answers right now.**





COMMUNICATE

1 Explain why

2 Explain the goal

3 Give details

4 Provide expectations

5 Receive feedback

6 Actively listen

7 Check in

8 Give updates

COMMUNICATE

- **Explain why**
- **Explain the goal**



COMMUNICATE

- **Give details**

- **Provide expectations**



COMMUNICATE

- **Receive feedback**
- **Actively listen**

HANG IN
there



COMMUNICATE

- **Check in**
- **Give updates**



MOVING FORWARD

What type of question did you receive? (You may select more than one if you are short on time.)

- Directional
- Reference
- Reading Program (Summer Adventure/Winter Reading/1000 Books)
- Recommendations (Reader/Viewer/Listener Advisory)
- Technology Help (Computer, printer, copier, library app, etc.)
- Circulation (Simple, basic checkout interactions. Note: do not count doll checkouts here)

What topics, titles, programs, etc. did patrons ask about?

Your answer

If you assisted with a one-on-one appointment, select the type of appointment below.

- Scheduled
- Unscheduled

Submit

Clear form



"BUT WE'VE ALWAYS DONE IT THIS WAY."

Children's Services Reference Tally
(For examples, see the other side of this page)

DAY (Circle one) **DATE:**
Sunday Monday Tuesday Wednesday Thursday Friday Saturday

REFERENCE-COMPUTER INSTRUCTION	DIRECTIONAL
REFERENCE	READERS' ADVISORY
CIRCULATION (Pins, Accounts, Checkouts, Check-ins, etc)	
9 a.m.-1 p.m.	Unscheduled 1-on-1
1-5 p.m.	Scheduled 1-on-1
5-9 p.m.	Phone Use
OTHER	
TITLE/SUBJECT/THEME	
1.	11.
2.	12.



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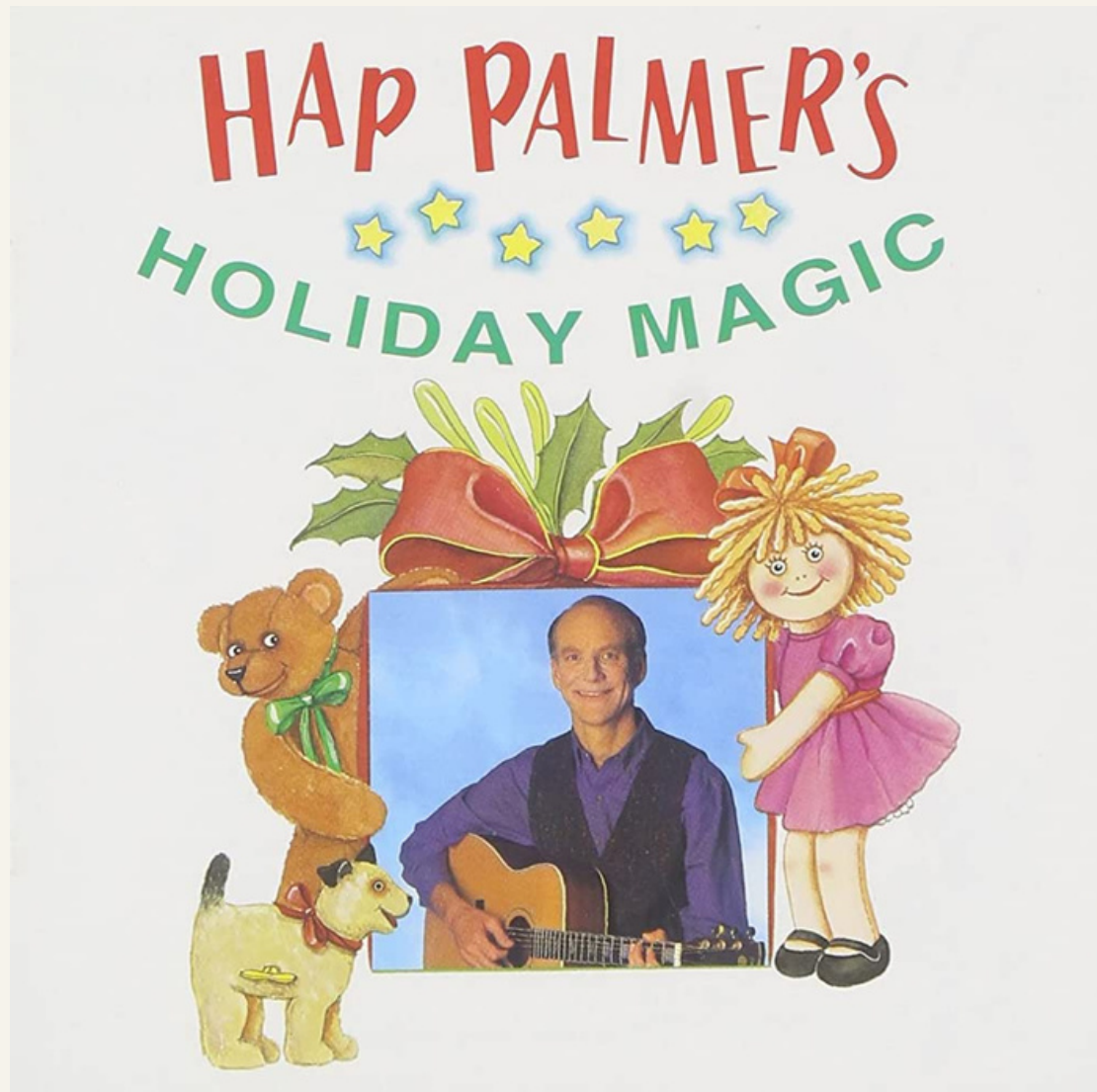
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“BUT WE’VE ALWAYS DONE IT THIS WAY.”



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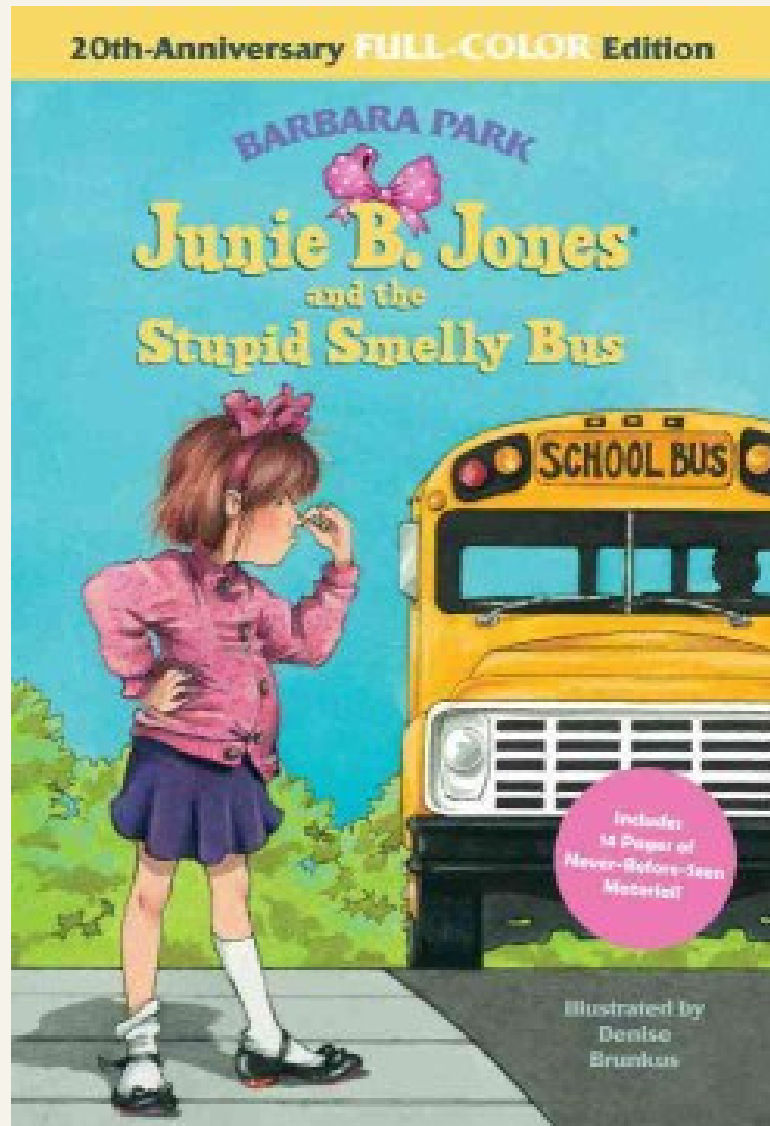
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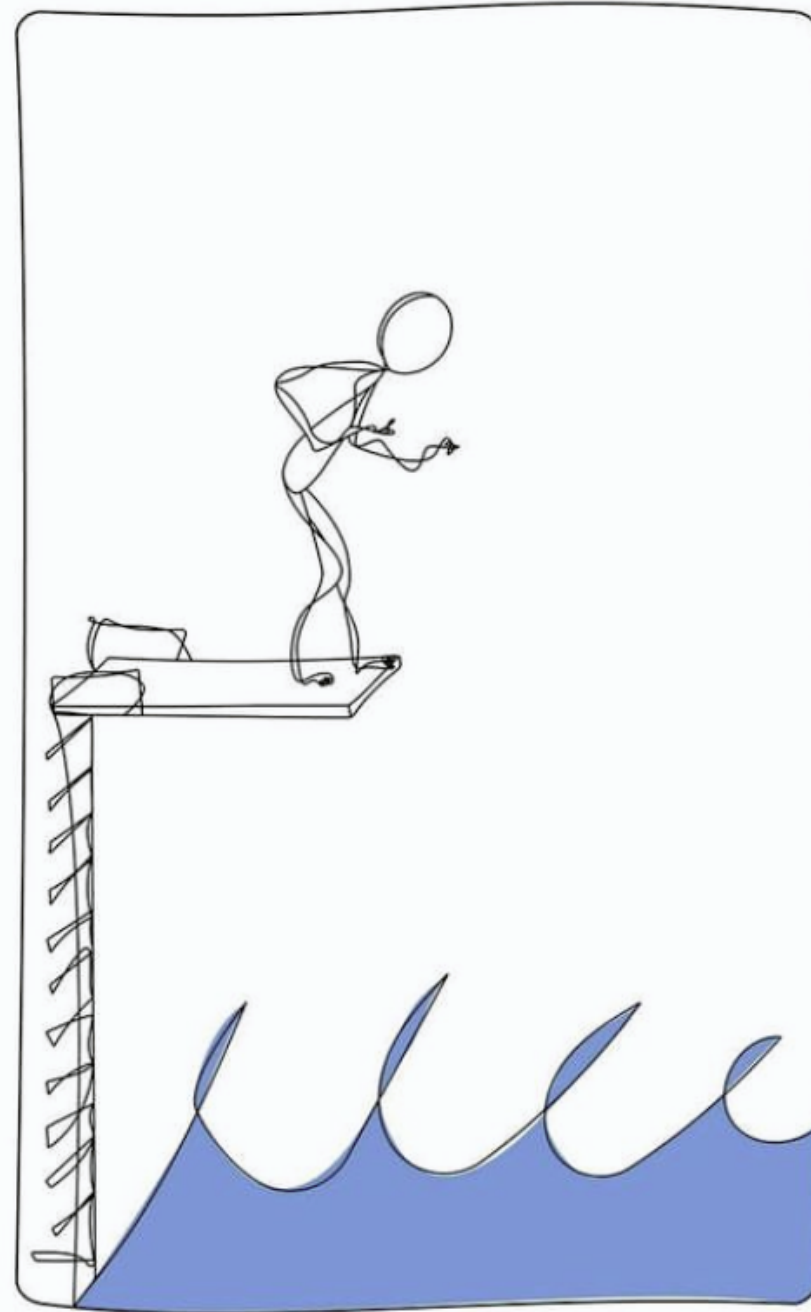


EXPLORING NEW IDEAS

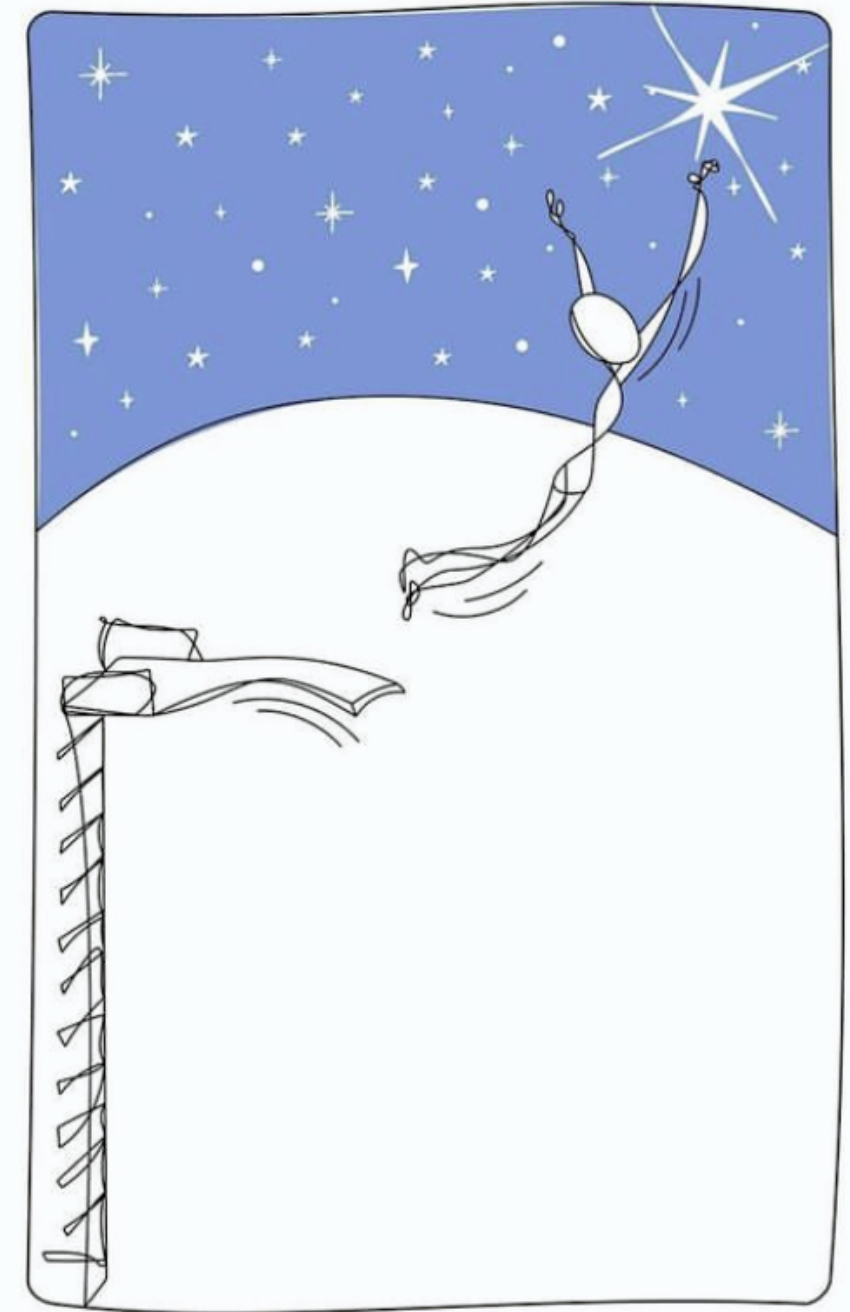


"WHAT IF..."

WHAT COULD GO WRONG?

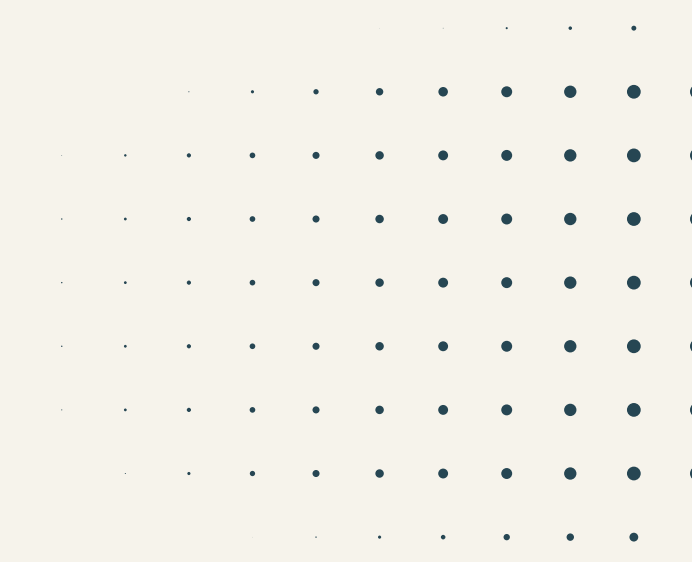
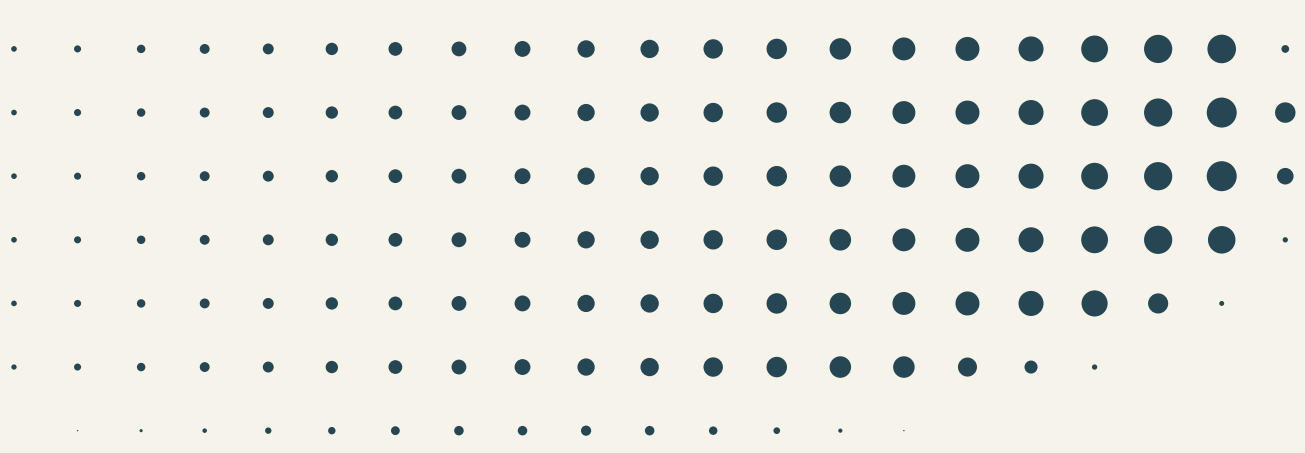


WHAT COULD GO RIGHT?



@RESEARCHDOODLES BY M. SHANDELL

**IT'S OKAY TO FEEL
LIKE THIS**



MAKE THE CHANGES NEEDED SO YOUR PATRONS FEEL LIKE THIS





RESOURCES

● **Ask a Manager Blog**

askamanager.org

● **"Don't Just Tell Employees Organizational Changes Are Coming - Explain Why"**

by Morgan Galbraith, Harvard Business Review, October 5, 2018

● **"Mirrors, Windows, and Sliding Glass Doors"**

by Rudine Sims Bishop, featured in Perspectives: Choosing and Using Books for the Classroom Vol. 6, No 3, 1990

● **Supervision Magazine**

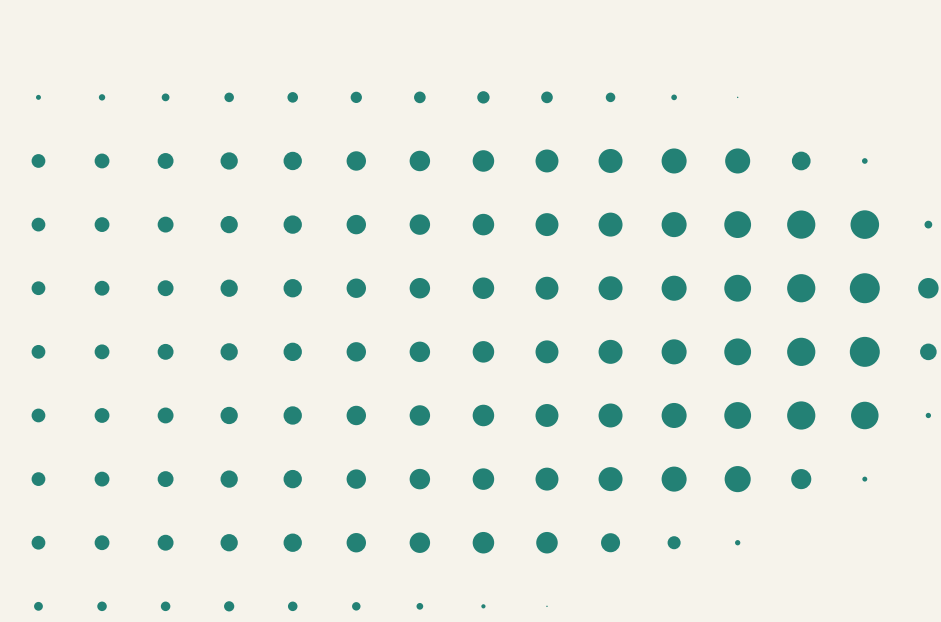
supervisionmagazine.com

● **The Thin Book of Appreciative Inquiry**

by Sue Annis Hammond

● **TikTok**

- [@transformationprincess](https://www.tiktok.com/@transformationprincess)
 - [@loewhaley](https://www.tiktok.com/@loewhaley)
 - [@allison.l.barr](https://www.tiktok.com/@allison.l.barr)
- 



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THANK YOU

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