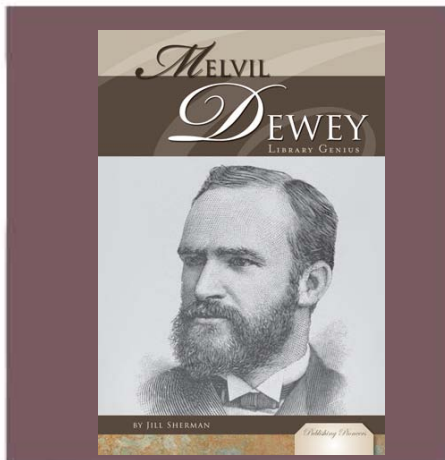


# Librarian Assistant Conference

## Coping With Library Change

S · H · A<sup>+</sup> · R · P  
institute



# So many libraries, so little time!

Carnegie  
(downtown),  
Galleries,  
Hazard,  
Mundy, Soule,  
Bird, Solvay,  
NYC, Chicago,  
Villanova,  
Tucson,  
Watertown,  
Carnegie  
(Syracuse  
Univ.), E. Syr.  
Free,  
Fairmount  
Community,  
Maxwell



**NOVELNY**  
New York Online Virtual Electronic Library



# Librarian Assistants Rule!



# Librarian Assistants Rule!

“I need your energy today! Please clap, sing, dance, high five etc. when the energy moves you.

**LIFE IS SO VERY GOOD!**



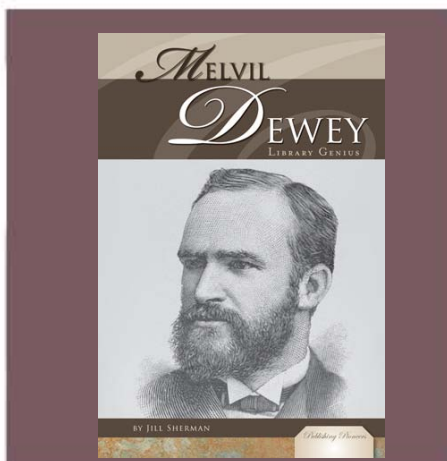
Have some fun with this life is good!



# Librarian Assistant Conference

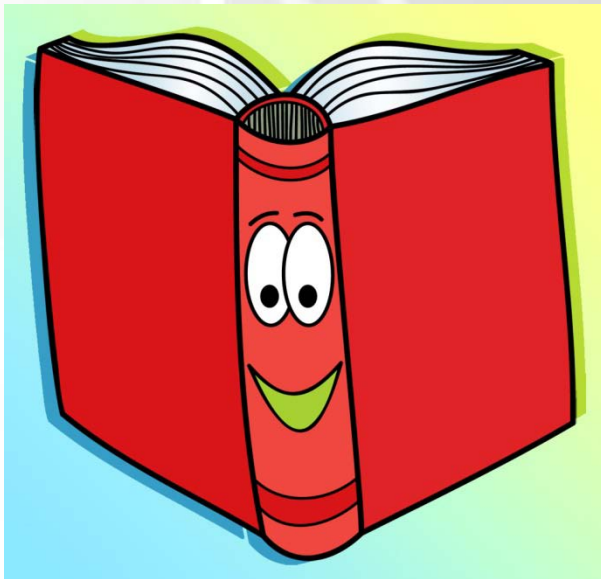
Artifacts and Legacy

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# Librarian Assistant Conference

- **Artifacts** and Legacy



# Change?

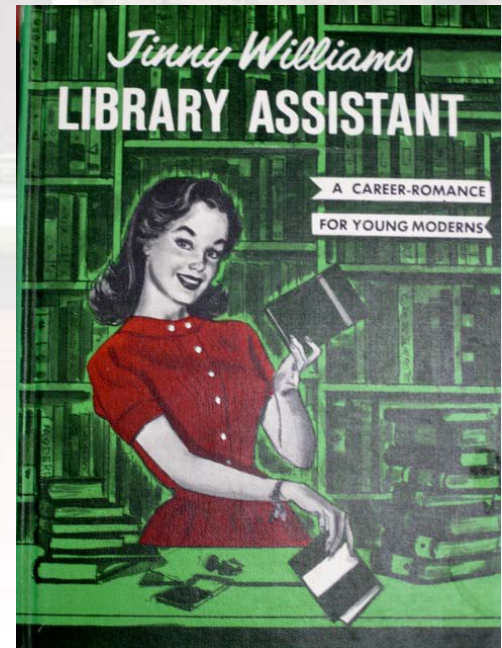
The only person that likes change is a baby with a dirty diaper!



# Couple of Little Premises Today

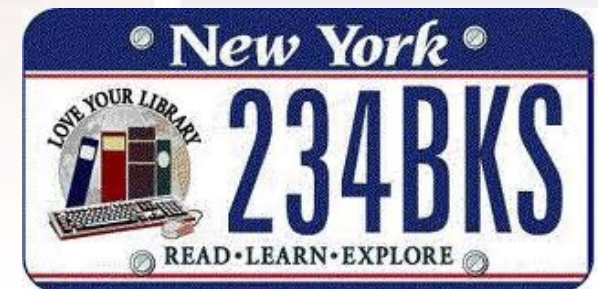
## 5 THOUGHTS TO HELP COPE WITH CHANGE

### 1 CHANGE SKILL



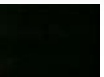
# 1<sup>st</sup> Thought – Loyalty & Enthusiasm

- How loyal and enthused do you feel towards your library and community, right now, today?
- ***Just a job or a legacy?***
- Charlie Plumb POW & author
  - “I’m no hero!” **ISBN 13: 9780937539385**
  - Doug Hegdahl Seaman 1<sup>st</sup> class



# 2<sup>nd</sup> Thought = Respect for each other

- Raise your hand if you've been in the military, or if you have a family member, friend or acquaintance in the military past or present.
- The autograph book
- The young man
- Respect an example



# 3<sup>rd</sup> Thought = CLEAR Communication

“Today, communication itself is the problem. We have become the world’s first over-communicated society. Each *year we send more and receive less!*”

Al Ries “Positioning: The battle for your mind” ISBN 0071359168, 9780071359160

*“Tell me I forget, show me I remember, but involve me and I understand!”*



# 4<sup>th</sup> Thought = Attitude


- My buddy Jimmy Flynn!



“Under promise & over deliver,  
then do *whatever it takes*  
to beat the expectation!”



# 5<sup>th</sup> Thought = A “Team” of Assistants



**“To my thinking, a great librarian assistant must have a clear head, a strong hand, and, above all, a great heart. And when I look into the future, I am inclined to think that most of the men who achieve this greatness will be women.”**

**Melvil Dewey**

*“We must learn to work together as sisters and brothers, or we will surely perish as fools!”*

*Martin Luther King*

Have some fun with this life is good!





# Listening Skills to facilitate CHANGE

# The crux...Please close your eyes and listen

"To listen fully means to pay close attention to what is being said *beneath the words*. You listen not only to the 'music,' but to the essence of the person speaking. You listen not only for what someone knows, but for what he or she is. Ears operate at the speed of sound, which is far slower than the speed of light the eyes take in. Generative listening is the art of developing deeper silences in yourself, so you can slow our mind's hearing to your ears' natural speed, and hear beneath the words to their meaning."

— Peter Senge



# Leaders who listen!

Think about some great listeners you've known in your personal or library life. What made them so?



**Librarian Assistants**  
**“The Original Search Engine!”**


# Customer Service

What has been your experience with phone support customer service?


Thankfully they invented “taking over your computer!”



# Librarian Assistants who listen!

- 
- Encourage talents of others
  - Are genuinely humble
  - Are more intent on ASKING people for their views
  - Voluntarily yield their authority
  - Facilitate shared decision-making
  - Ask honest, probing questions
  - Are open to a new understanding
  - Acknowledge the principle of ignorance
  - Model the ability to learn through honest interaction
  - Are patient

# What behaviors are you most guilty of?

- 
1. Preparing or rehearsing your reply while others are speaking
  2. Assuming understanding and responding before checking for understanding
  3. Finishing people's sentences for them
  4. Discounting what others are saying based on past experiences or incomplete assumptions
  5. Minimizing or dismissing people's feelings or emotions ("You shouldn't be worried.")
  6. Pretending to listen
  7. Attending to another task while attempting to listen
  8. Listening to the person's words and drawing conclusions without considering tone of voice, body language, and other non-verbal clues.

# Keys for Effective Listening

- ***Focus***

- The discipline required to truly focus on and care about what someone else is saying
- Takes time and requires practice

- ***Interest***

- “You must first take your moccasins off in order to walk in another’s!”
- Suspend your belief’s, be in the moment
- Genuinely care



# Three Skills Necessary to Achieve True Understanding



- **Paraphrase**

- Restate in your own words the gist of what was said
- Gives the speaker a chance to correct

- **Empathizing**

- Reflecting feelings the speaker is projecting
- Emotions must come out so the true issue can be identified

- **Summarization**

- A high level paraphrase that attempts to pull together the key points of the entire conversation
- Assists in the identification of the real issue

# Listening Skills

- Level I - Subjective
- Level II - Objective
- Level III - Intuitive

# Level 1

## *Subjective*

- Heard through the experiences of the listener
- Examples
  - listening is based on the agenda or needs of the listener
  - counter transference (listener sees speaker as someone else in his or her life, like a mother, father, best friend, supplier, customer etc.) and therefore hear something through a filter
  - **Speaker:** “I had the toughest time trying to get myself up a half-hour earlier to take my morning walk”
  - **Listener:** “You just have to force yourself. Whenever I have something to do that I don’t want to do, I just remember the Nike commercial, “just do it!”

# Level 2

## *Objective*

- Completely focused on speaker
- Examples
  - There are no thoughts about how any of the information relates personally or professionally
  - Better than level 1 listening but doesn't get to the heart of the matter
  - **Speaker:** "I had the toughest time trying to get myself up a half-hour earlier to take my morning walk"
  - **Listener:** (thinking) You had a struggle but you did it. Congratulations!

# Level 3

## *Intuitive*

– Focus is on *what* is said and *how* it is said (tone of voice, energy level, feelings), including what *isn't* being said

- Examples

– Listening “between the lines”, tuning into what is really being said. Many times, the speaker doesn't realize what they really mean by what they're saying

– This level is the most powerful, and when mastered, allows the listener to really connect with the other person

– **Speaker:** “I had the toughest time trying to get myself up a half-hour earlier to take my morning walk”

– **Listener:** (Answers after feeling, without as much thinking) “It sounds like you really want to do this, but are so exhausted that you find it to be very challenging and maybe even a little frustrating.”

# Listening the basics

## Paying Attention

- Proper body posture
- Appropriate eye contact
- Use of encouragers, head nods, verbal acknowledgements
- Single focus and interest
- Inviting tone of voice
- Suspend judgment, clear the mind of past assumptions or stereotypes

# Listening Skills


- Attending
- Paraphrasing
- Empathizing
- Summarizing

# They're *Reflecting* Skills

- Attending
  - Seeing and giving non-verbal's
- Paraphrasing
  - Restating what you heard in your own words
- Empathizing
  - Reflecting the feeling you're seeing and hearing
- Summarizing
  - Recapping the conversation



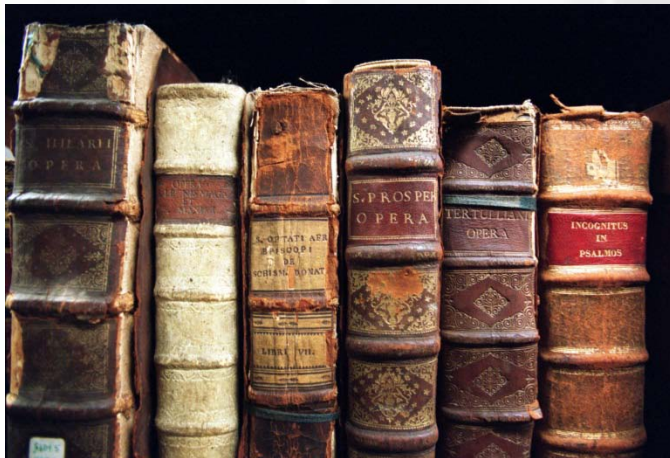
# Listening Skills

- 
- Focus and interest are keystones for effective listening
  - Knowing your bad habits and tendencies can help improve your listening
  - Awareness of your personality preferences also helps your listening effectiveness
  - Interrupting is not always bad
  - Questioning skills help manage the flow of information
  - Reflecting Skills demonstrate understanding

# Today's

## Artifacts & Legacy

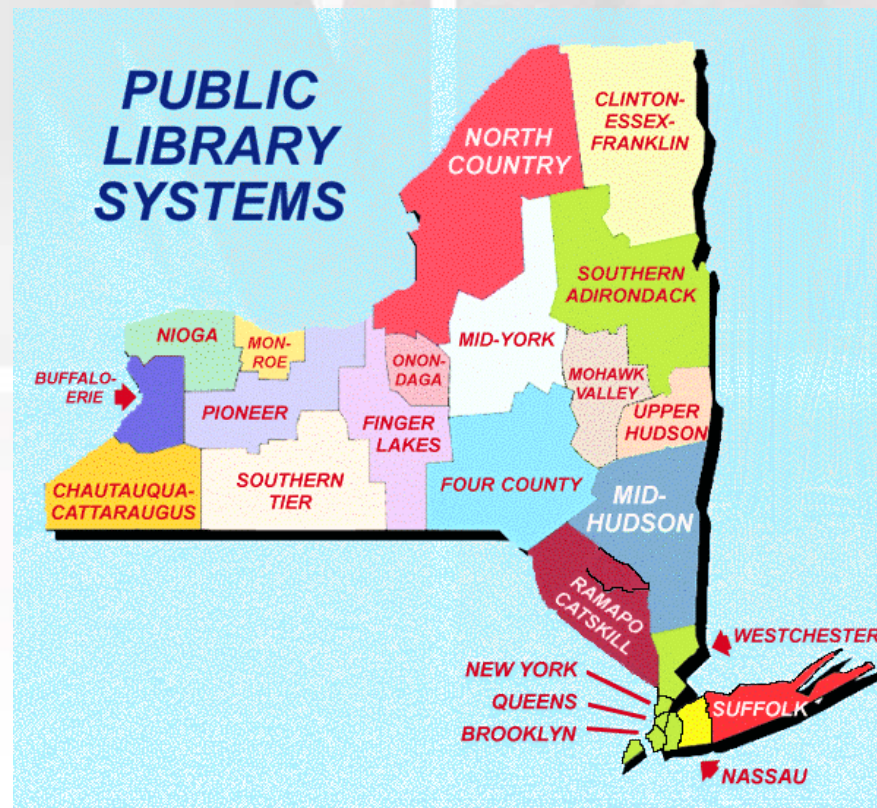
n. (ar' te fakt') [L. *artis*, + *factum*, a thing made] 1. any object made by human work



# What will be your Library/Learning Legacy?

Make your hometown library proud!

Be the **CHANGE** you want to Happen!



Have some fun with this life is good!

