



REBUILDING OUR WHY – FOR STAFF

A 60-minute Webinar

1. Think about your library’s “why”:

Merriam-Webster.com: for what cause, reason, or purpose

Dictionary.com: a question concerning the cause or reason for which something is done, achieved, etc.

unofficial definition: why do we exist?

2. Who (or what) competes with your library to provide that why?

3. What obstacles are in the way of accomplishing your why?

4. How might I be playing a part in keeping my library from accomplishing its why?

5. What might happen to my library if we don’t provide excellent service?

How can I become a champion for “accomplishing our why”?

1. Acknowledge that fear is _____ and _____.

2. Find ways to _____ my coworkers.

3. Understand how I react to _____, then become intentional about lessening it.

4. Keep _____ open with my supervisor.
 5. Be willing to admit to myself that other things in my life might be influencing how much _____ I am putting forth in serving my customers.
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6. Find an _____.
 7. Monitor and be intentional about limiting _____ in my life.
 8. Start my own _____.
 9. Pay attention to the _____ created by excellent customer service provided by my library.
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10. Understand that the stories are what keep the library _____.



← without our “why”

with our “why” →



11. Realize that there may be personal _____ if I choose not to give my best effort to serving our customers.
12. Admit that whether I choose to give my best is, indeed, _____.

WHAT CAN I DO MORE OF TO CONTRIBUTE TO REBUILDING OUR WHY?

WHAT CAN I DO LESS OF SO I DON'T NEGATIVELY IMPACT OUR WHY?

WHAT DO I NEED TO STOP DOING COMPLETELY? _____

WHAT CAN I START DOING? _____

CONGRATULATIONS,

_____!

YOU ARE HELPING US “REBUILD OUR WHY”!

BY _____

DATE: _____ SIGNED BY _____

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_____!

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